California Courts Protective Order Registry (CCPOR)

Application User Guide

AUGUST 2012

ADMINISTRATIVE OFFICE
OF THE COURTS

CALIFORNIA COURTS
PROTECTIVE ORDER REGISTRY

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ACKNOWLEDGEMENTS

Acronyms & Abbreviations Used

Acronym	Name
AOC	Administrative Office of the Courts
CARPOS	California Restraining and Protective Order System (formerly DVROS)
CCPOR	California Courts Protective Order Registry
CCTC	California Courts Technology Center
CLETS	California Law Enforcement Telecommunications System
DOJ	Department of Justice
GUI	Graphical user interface
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol over Secure Socket Layer
LEA	Law Enforcement Agency
R&PO	Restraining and Protective Order
SME	Subject Matter Expert

Definitions of CCPOR Terminology

Term	Definitions
AOC CCTC On-Boarding	Activities related to courts or law enforcement agencies that are hosted in the California Courts Technology Center (CCTC)/Shared Services. This includes site assessment, local hardware and software, connectivity & security measures.
Deployment Planning	Includes pre-deployment planning, deployment, and support post-deployment.
• Pre-Deployment	Includes pre-deployment planning, including determining court service options, user set up, and Court Acceptance Testing (CAT).
• Deployment/Go-Live	Includes courts and or law enforcement agencies go-live with CCPOR; using the system going forward.
• Post Deployment/ Go-Live	Includes system monitoring and providing support post go-live.
	Important reading and consideration

Introduction

The California Administrative Office of the Courts (AOC) is developing and deploying the California Courts Protective Order Registry (CCPOR)–a statewide system for entering and viewing protective and restraining order data and images for the judicial branch and law enforcement.

CCPOR Service Offering

The CCPOR application provides the following service features:

- Ability to view other local court data and images through an interface;
- Ability to query and view all data and images, both within a county and between counties, on a statewide basis;
- Acts as a gateway for the California Department of Justice California Restraining and Protective Order System (CARPOS). This is an optional feature for the Counties;
- Supports basic statistical reporting.

Target Audience for this Guide

This guide is intended to focus on how to use the CCPOR application to gain access to restraining and protective order (R&PO) and supports four user roles per court, Law Enforcement Agency (LEA) and sheriff's office.

QUERY ONLY

- can conduct searches,
- can navigate search results,
- can select and retrieve an order
- can **not** view sealed orders
- can **not** add, save, upload, modify, cancel or otherwise change data in CCPOR

QUERY ONLY + SEALED

This is the same as **QUERY ONLY** except these users can also view **sealed orders**

QUERY & UPDATE (sometimes referred to as "Full Functionality")

- can do everything the **QUERY ONLY** users can do plus the following
- can upload images to the system
- can create new orders and save as new or draft
- can add or modify orders including addition of images, proof of service
- can cancel an order
- can **not** view or update sealed orders

QUERY & UPDATE + SEALED

- can do everything **QUERY & UPDATE** users can do plus,
- can view, add, modify and cancel **sealed** orders

CARPOS Data

- only CLETS certified users are permitted to view data coming back to CCPOR from the CARPOS database.

ADMINISTRATOR
- able to modify user roles
- can view and act on locked orders (more about locked orders later)

Project Information: AOC Web Sites

Two AOC Web sites provide updated information on CCPOR. The sites will contain guides, documents, schedules and task lists for court deployment. Both sites contain the same information.

For court staff with Serranus access: http://serranus.courtinfo.ca.gov/programs/tech/ccpor/

For viewing by anyone with Internet access: http://www.courts.ca.gov/partners/ccpor.htm

Example of CCPOR Information on California Courts Public Web Site

About the CCPOR Application End User Guide

This guide explains how to use California Courts Protective Order Registry (CCPOR) application and can be used as a reference manual for anyone who will be accessing CCPOR. This guide gives step-by-step instructions and actual images of CCPOR screens.

CCPOR Training

Training Strategy

The training strategy is to educate and train court, law enforcement agency (LEA) and sheriff's office Subject Matter Experts (SMEs) who will be responsible for training at their local court or sheriff's office location on the full functionality of the CCPOR application, processing principles, and service options. A structured classroom training approach will be provided to the SMEs. Training includes the following:

Components of the CCPOR Application

Action Name	Description
Add Quick Attach	Allows a user to add a scanned image into CCPOR. This image can then be searched later for converting to an order.
Search Quick Attach	Used to search for image that has been entered using the Add Quick Attach function to convert into an order. Or attach to existing order.
Add Order	Used to add a new restraining and protective order (R&PO) to CCPOR and (optional) submit to DOJ CARPOS.
Draft Order	Used to save a partially entered R&PO in CCPOR in **DRAFT** status. CCPOR users may retrieve the orders in **DRAFT** status, enter the rest of the order information and submit to CCPOR to add the order in **ACTIVE** status and (optional) submit to DOJ CARPOS.
Modify Order	Used to modify the R&PO data stored in CCPOR. The modifications are also sent to DOJ CARPOS (optional) to modify the CARPOS file if the order in the CCPOR system is in **ACTIVE** status.
Clone Order	Used to make a copy of an order that is already stored in CCPOR. The new order is also submitted to DOJ CARPOS (optional).
Service Order	Used to add a proof of service (POS) for an existing R&PO in CCPOR. If the order exists in DOJ CARPOS then CCPOR will add (optional) the POS in CARPOS.
Cancel Order	Used to cancel R&PO in CCPOR. The orders can be cancelled for various reasons such as the order is terminated by the court, it was entered by error or the restrained person is deceased. CCPOR system sends (optional) a **Cancel Order** message to the DOJ CARPOS.
Search Orders	Used to find R&PO in CCPOR system.
View CARPOS Messages	Allows the user to see all the messages/responses received from DOJ and take appropriate action based on the responses received. *These messages can only be viewed by CLETS certified users.*

Type of Training

End user training includes three modules:

Module 1: CCPOR Query Training

This module focuses on the CCPOR search and retrieval process; conduct initial search, navigate search results, and select and retrieve an order. This module is intended for an audience with the user role "CCPOR Query Only" and "CCPOR Query Only + Sealed". There is no data entry associated with this role.

Module 2: Scanning

This module focuses on scan an order or batch of orders using the Fujitsu scanners and Kofax scanning software.

Module 3: CCPOR Update Training

This module focuses on search, add, draft, modify, service, and cancel an order using the CCPOR system. This training also focuses on viewing DOJ/ CARPOS messages intended for users who are CLETS certified.

Module 4: Local Helpdesk Training

This training will be conducted for the local helpdesk of the courts who will be involved in court and user profile setup, manage reporting requirements and are authorized to report CCPOR requests; issues/error handling to the AOC CCTC Service Desk after court go-live.

Note: *One or more SMEs or Subject Matter Experts can be trained on all three modules accordingly.*

Module 1 – CCPOR Query Training

The CCPOR query training is for users who will use the system to search R&POs in the CCPOR database to view an order and image of any county that is currently adding orders to CCPOR.

This module covers the following functions of the CCPOR system:

1. Login Screen
2. Main or Action Menu
3. Searching for an Order
4. Viewing and Order

1. Login Screen

Start CCPOR Application

A start-up icon has been installed on the computer. Clicking the icon starts the CCPOR logon process. An authorized user may gain access to CCPOR with their designated user name and password. To launch the CCPOR application, double click on CCPOR icon from your desktop. The CCPOR log on screen will display as shown in figure 2-1 below.

Figure 2-1 – CCPOR Logon Screen

Log-In Screen: to log into the CCPOR application:

1. Enter user ID and password.
2. Read the terms and conditions.
3. Click the **Enter CCPOR** button. The CCPOR main screen will display (see figure 2).

 Terms and Conditions

The Terms & Conditions within in the Log In screen is designed for users of the website to read End User License Agreement or Privacy Policy static content owned by the AOC. The Login Page is the entry page into the Portal application. It includes legal text to bind Users to the Terms & Conditions of this site when a User chooses to log in.

Accepting to the agreement means **you** (1) will comply with the current policy, (2) will use the CCPOR in an acceptable way and (3) will not create unnecessary business risk to the organization by misuse of the CCPOR application. You will then signify your acceptance by clicking on the **Enter CCPOR** button which will bring you to the initial screen.

Declining to the agreement means **you** do **not** accept the Terms and Conditions. You signify this by closing the log-in page.

Change Password

To change a CCPOR login password, contact your local helpdesk for support.

Log Out

From the CCPOR main screen, click on the **Logout** button to end the user session. You should then close your browser to make sure all information is fully deleted.

2. Main or Action Menu

The initial screen once you have successfully logged into CCPOR is the main screen or **Welcome Screen**. The heading and CCPOR Actions on the right will remain open while you are in CCPOR. This screen provides the user with access to those Actions allowed to them based on the role they have been assigned. The figure below shows all possible actions available to those defined with an unlimited or Administrator role.
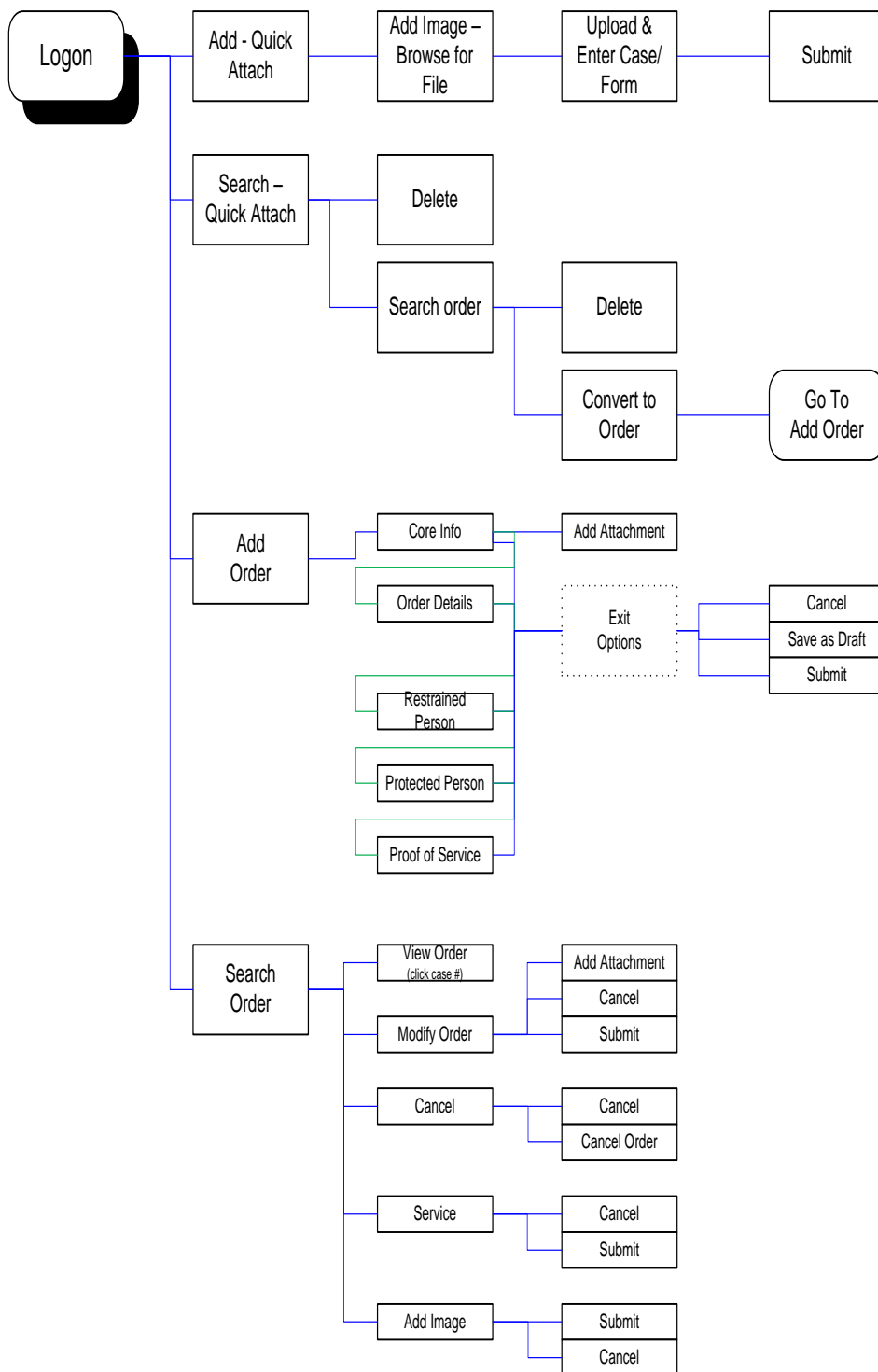
Figure 2-2 – CCPOR Main Screen

CCPOR Actions

The main screen contains a number of CCPOR actions to aid the user as part of order entry. The following functions will help facilitate the use of forms:

Action	Role	Description
Add Quick Attach	UPDATE	Allows a user to upload an image of an order into CCPOR database for converting later into a restraining and protective order or adding to an order
Search Quick Attach	QUERY UPDATE	Allows users to search and retrieve images of a quick attach image within court county;
Add Order	UPDATE	Allows users to add a new projective order into the CCPOR database and optionally submit to CARPOS;
Search Orders	QUERY	Allows users to search and retrieve images of an order across court counties who have entered orders in CCPOR;
CARPOS Messages	CLETS	Allows CLETS certified users authorized to see CARPOS message to view CLETS/CARPOS acknowledgement messages;
Search Locked Orders	ADMINISTRATOR	Allows administrative users to find and unlock orders. Most users cannot do this and will not see this option;
Admin Users	ADMINISTRATOR	Allows administrative users to change the access profile and organizations a user belongs to. Most users will not see this option; and
Logout	ALL	Allows users to logout from the CCPOR application.

Note: Items on grayed out lines are covered in Modules 2 or 3.

Logon

Add - Quick Attach

Add Image – Browse for File

Upload & Enter Case/ Form

Submit

Search – Quick Attach

Delete

Search order

Delete

Convert to Order

Go To Add Order

Add Order

Core Info

Add Attachment

Order Details

Exit Options

Cancel

Save as Draft

Submit

Restrained Person

Protected Person

Proof of Service

Search Order

View Order
(click case #)

Add Attachment

Cancel

Modify Order

Submit

Cancel

Cancel

Cancel Order

Service

Cancel

Submit

Add Image

Submit

Cancel

CCPOR – Menu Flow
Rev. 2011.07.04

Order Search

The order search allows users to screen for an order in the CCPOR database, including draft orders. Different search criteria can be used to narrow the search. To search an order:

1. From the CCPOR main screen, click **Search Orders** from the **CCPOR Actions** bar. The screen will display as shown in figure 2-3 below.

Figure 2-3 – Search Orders Screen

2. Enter the search parameters and click on the **Search CCPOR** button. From the search results window (see figure 2-4), the user can view details of an order.

    You can use a "wild card" in your search. The "%" or percent sign can be used to have the search allow any characters either before or after the string. For example:

    M%   in the Last Name field will match "Mouse", "Majors" and any other last name starting with the letter "M"

    %SE   in the last name field would bring up "Mouse" as well as "Cleese" or "Geese" or any other name ending with the letters "SE".

    Searches are **not** case sensitive. Entering "SE" will produce the same list as entering "se".

    The "_" or underscore character is used to match any character in that location but it not read as a wildcard unless there is a % sign in the string. This can just be added to the end. For example:

    M_ _SE   would only match "M_ _SE"

    M_ _SE%   would match "MOUSE" or "MOOSE"

Search wildcards "*" and "?" as used in Microsoft desktop products do not work in CCPOR.

Note: Only a user with a "query & update + sealed" role from the order's originating court can view details and attached documents of a sealed case.

Figure 2-4 – Search Results Screen

1.   To view details of an order, click on the link in the **Case Number** column. The View Protective Order screen will display (see figure 2-5).

2.   To view image, click link under Image Attachments section. The order image will display (see figure 2-6).

3.   If a Search Result contains more than 25 items, the first 25 items will be displayed on page 1, and the remaining items will be displayed on subsequent pages of 25 items each. Select the page number, "Next", and "Last" links to view other pages of the Search Result.

Figure 2-5 – View Protective Order Screen

View Protective Order

Core Information	Order Details	Restrained Person Information	Protected Person Information	Proof of Service

Case Information

Order Form DV-110	Court ID 04100	Order Status ACTIVE
Case Number 110CH123456	Issue Date 04/06/2010	Expire Date 04/01/2013 ☐ never expires
	Agency CA0040000-Butte County Sheriff	
Order Type TRO		

Restrained Person Information

Last Name MOUSE	First Name MICKEY	Middle Name
Sex M - Male	Suffix	
Date of Birth (mm/dd/yyyy) - OR - 1928 Year of Birth (yyyy)		

Protected Person Information

Last Name MOUSE	First Name MINNIE	Middle Name
Sex F - Female	Suffix	
Date of Birth		

Image Attachments

Form	Date Attached	Document Name	Description
DV-110	07/14/2011	110CH123456_DV-110_20100722092316.pdf	RJB TEST FOR USER GUIDE
EA-130	07/14/2011	10EA54321_EA-130_20100720135015.pdf	

Figure 2-6 – Order Image

Module 2 – Scanning

Scan Orders

A scanner and scanning software is required to store restraining and protective order images into CCPOR. This section outlines the CCPOR scanner operation instructions.

Process overview

A. Open Kofax Capture Batch Manager

B. Create a Scan Batch

C. Scan the Order(s) (Process Batch -Scan)

D. Add Data to the Scans (Process Batch -Validate)

A. Open Kofax Capture Batch Manager
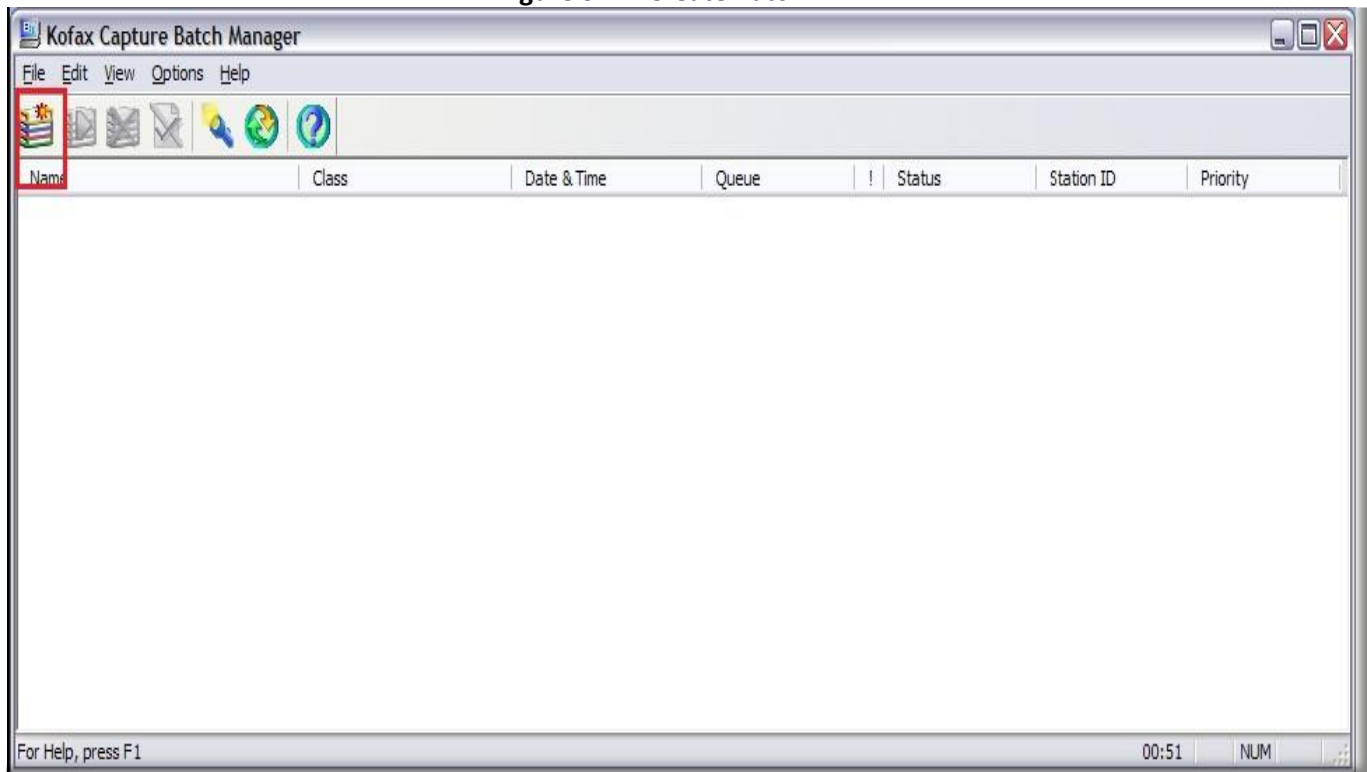
1. Select **Start** > **All Programs** > **Kofax Capture 9.0** > **Batch Manager**
   or double-click the **Batch Manager** desktop shortcut.
   Kofax Batch Manager launches (see figure 3-1).

Figure 3-1 – Kofax Batch Manager Screen
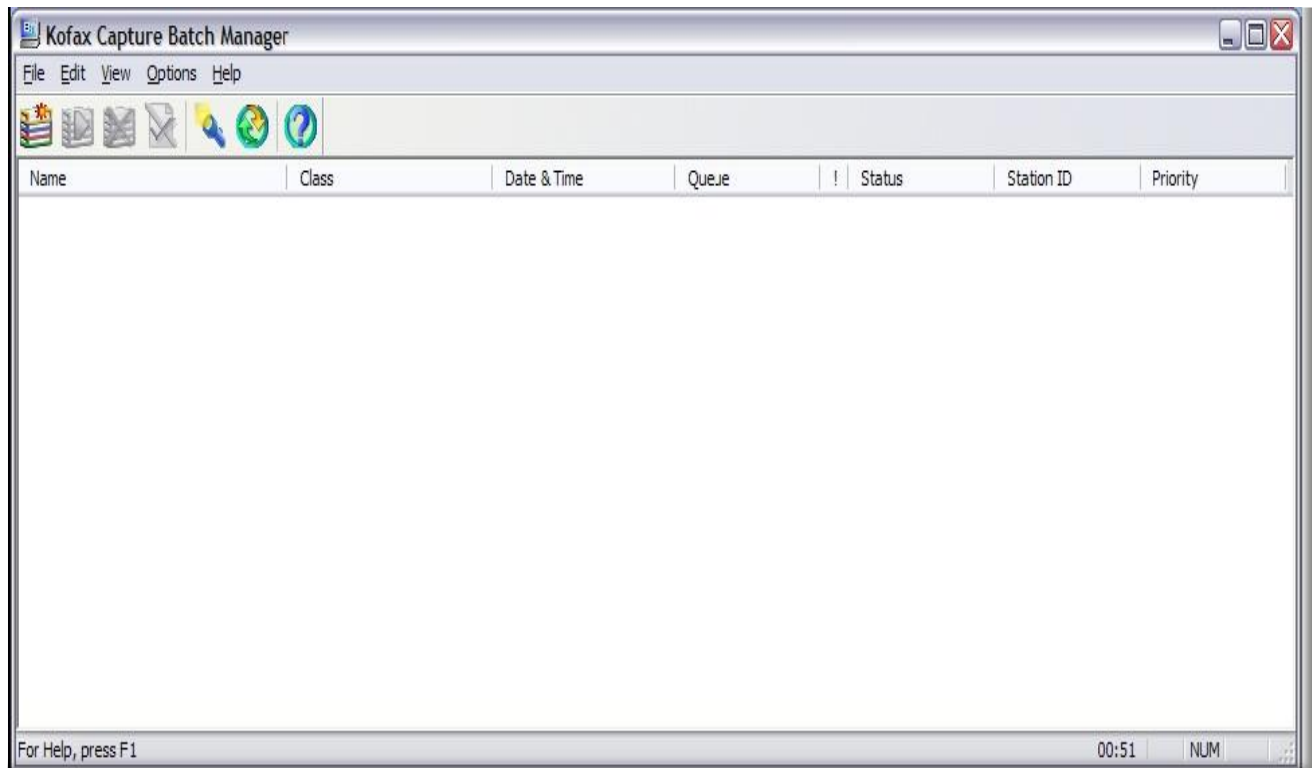
B. Create a Scan Batch

1   Click the **Create Batch** icon (1st from the left) as shown in figure 3-2.

Figure 3-2 – Create Batch

2   The Create Batch screen will display (see figure 3-3).

Figure 3-3 – Create Batch Screen

3.   Click **Save**, then click **Close**. (You do not need to fill in any of the batch details.) You will be returned to the main Kofax Capture Batch Manager window. Notice that a batch entry has been created and is waiting in the Scan queue.
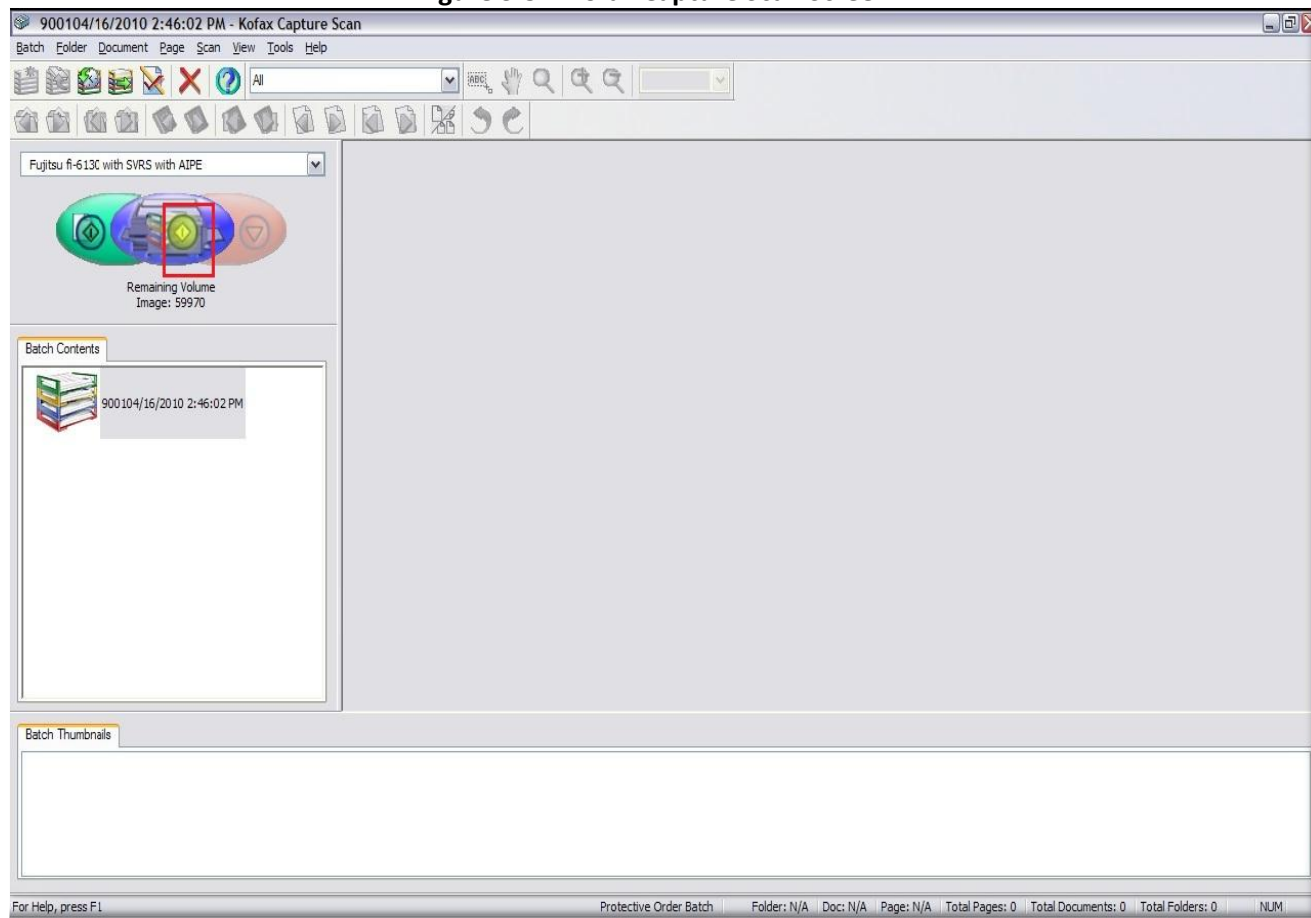
C. <u>Scan the Order(s)</u>

1   Click the **Process Batch** icon (2nd from the left) from the Kofax Capture Batch Manager screen (see figure 3-4).

Figure 3-4 – Kofax Capture Batch Manager Screen
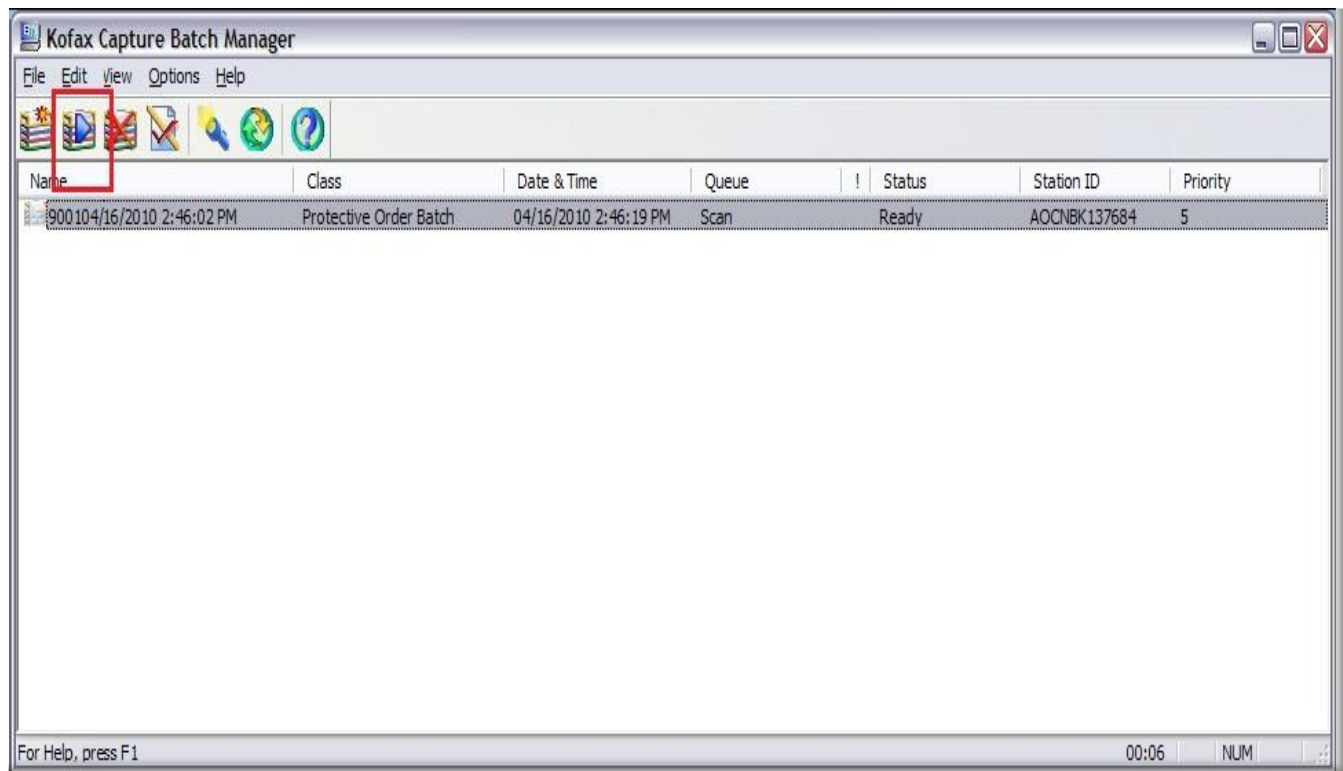
2   Kofax Capture Scan screen will display as seen in figure 3-5.

Figure 3-5 – Kofax Capture Scan Screen

3   Load the scanner with 1 or more orders, and then click the green **Scan** button.

Orders should be loaded into the scanner top down and facing the back of the scanner with a Class T separator sheet on top of the stack and between each PDF document to be generated. The scanner will read both sides of each sheet and discard blank pages from the batch. When there are no more pages in the scanner, the Kofax VirtualReScan (VRS) Manager will pop-up.

4   Load more pages into the scanner to continue scanning or click **Cancel** from the popup window when finished to stop scanning (see figure 3-6).

Figure 3-6 – Cancel button pop-up screen
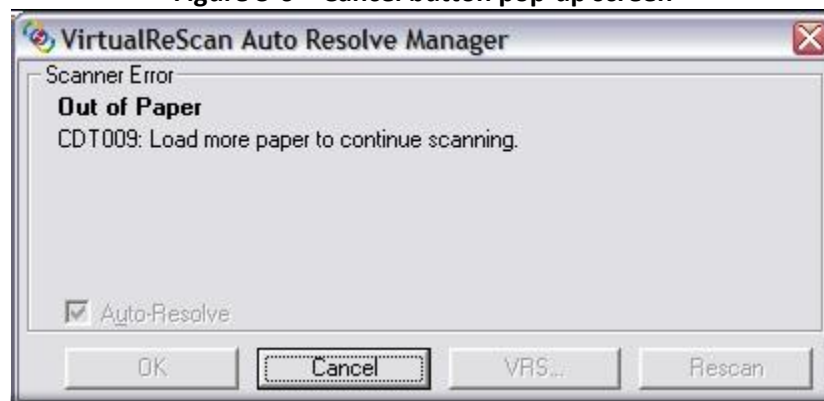
5   Click the **Close Batch** icon (4th from the left) as shown in figure 3-7.

Figure 3-7 – Kofax Capture Screen
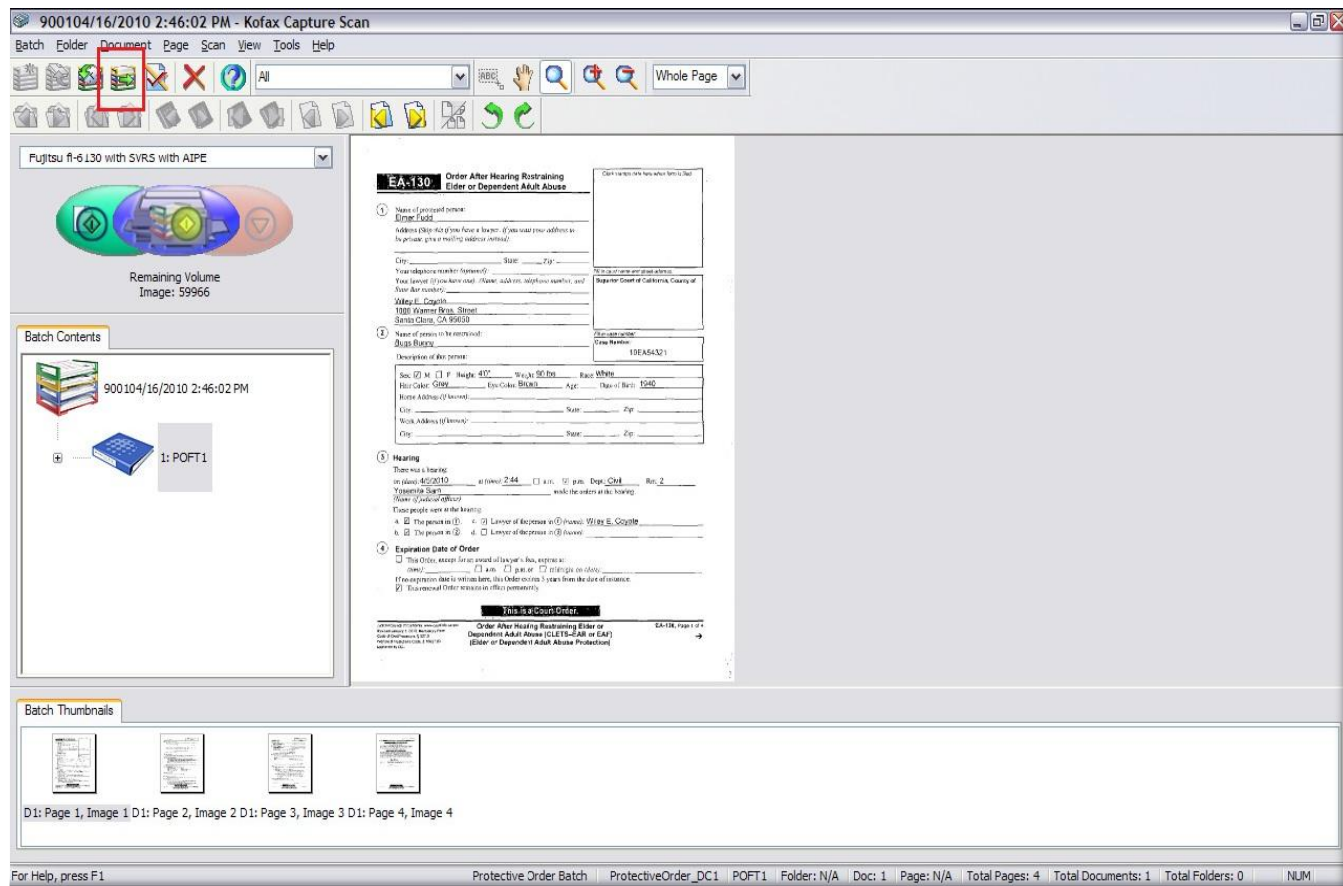
6   Click **Yes** from the pop-window as shown in figure 3-8. You will be returned to the main Kofax Capture Batch Manager window. Notice that the batch entry is ready and waiting in the validate queue.

Figure 3-8 – Pop-up Window

D. Add Data to the Scans

1   Click the **Process Batch** icon (2nd from the left) as shown in figure 3-9.

Figure 3-9 – Kofax Batch Manager Capture Screen
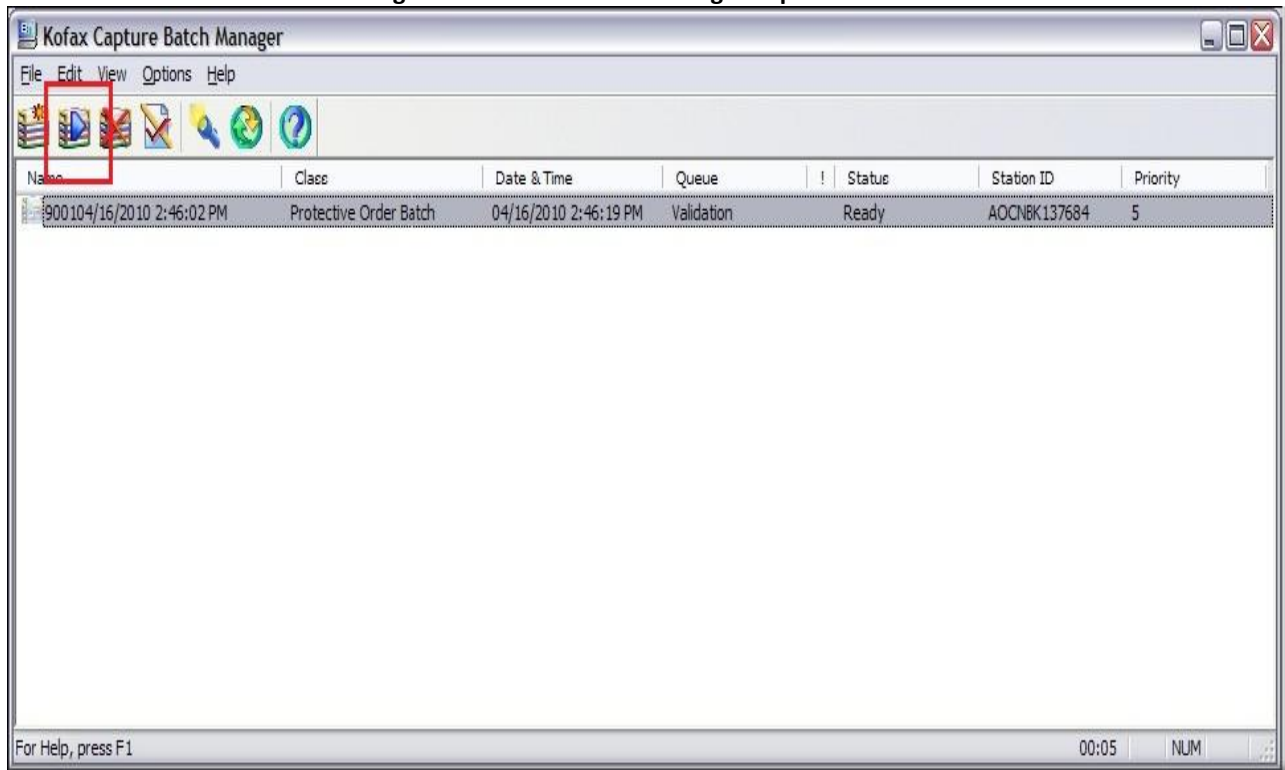
2   The Kofax Capture Validate screen will display as shown in figure 3-10.

Figure 3-10 – Kofax Capture Validation Screen

For each PDF to be generated, enter appropriate values in the **Case Number** and **Order Form** fields on the left side of the window.

Note: Use the magnifying glass tool to magnify the document to make it easier to read small text on the scanned image.

3 To advance to the next document, click the **Next Document** icon (bottom row, 8th from the left). Otherwise, click the **Close Batch** icon (top row, 4th from the left). See figure 3-11.

Figure 3-11 – Next Document and Close Button

4   Click **Yes** to save the data to the each document, then click **Yes** when closing the batch (see figure 3-12). You will be returned to the main Kofax Capture Batch Manager window. Notice that the batch entry is In Progress in the PDF Generator queue as PDF files are automatically created from the scanned documents.

Figure 3-12 – Save Data and Close Batch

5   To check the status of the batch, click the Refresh icon (2nd from the right). When all PDF files are generated, the batch will be deleted from the Batch Manager list. See figure 3-13 and 3-14.

Figure 3-13 – Refresh Button
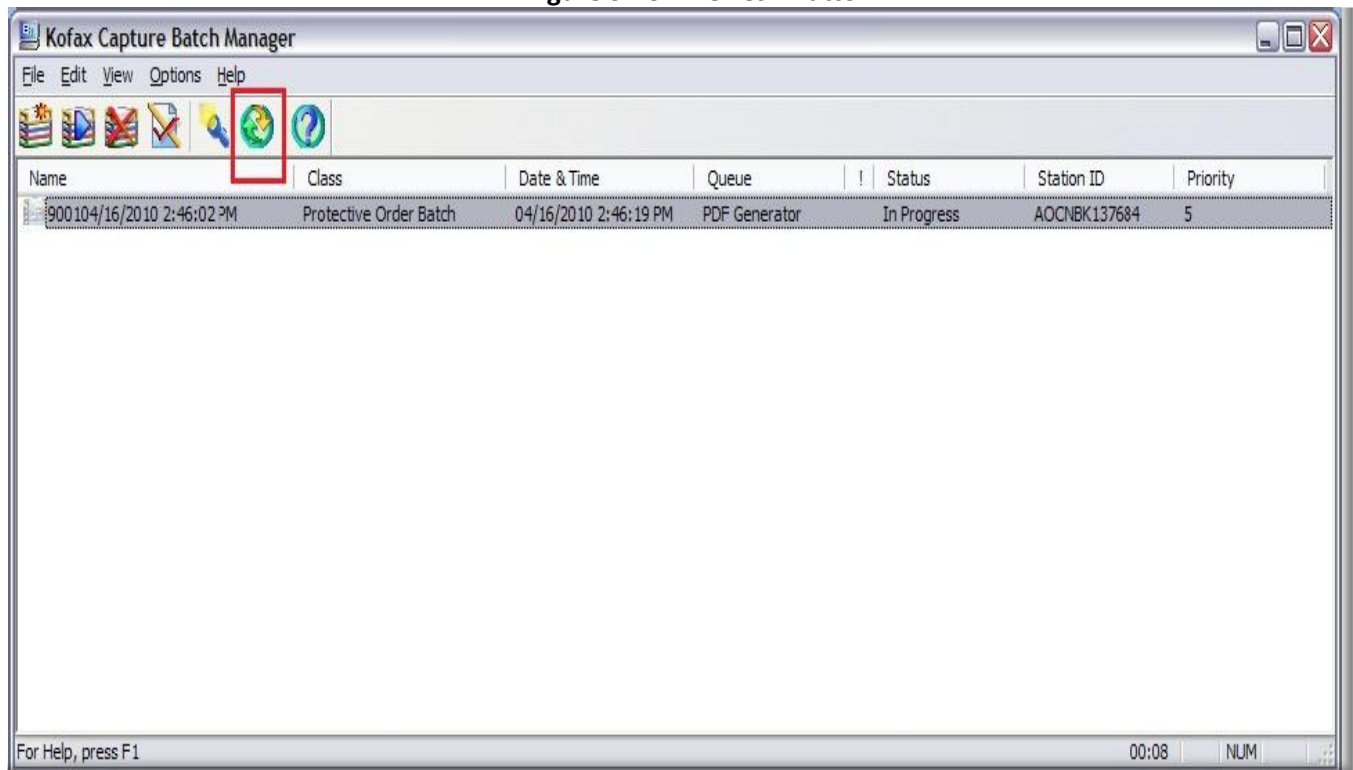
Figure 3-14 – Batch Processed
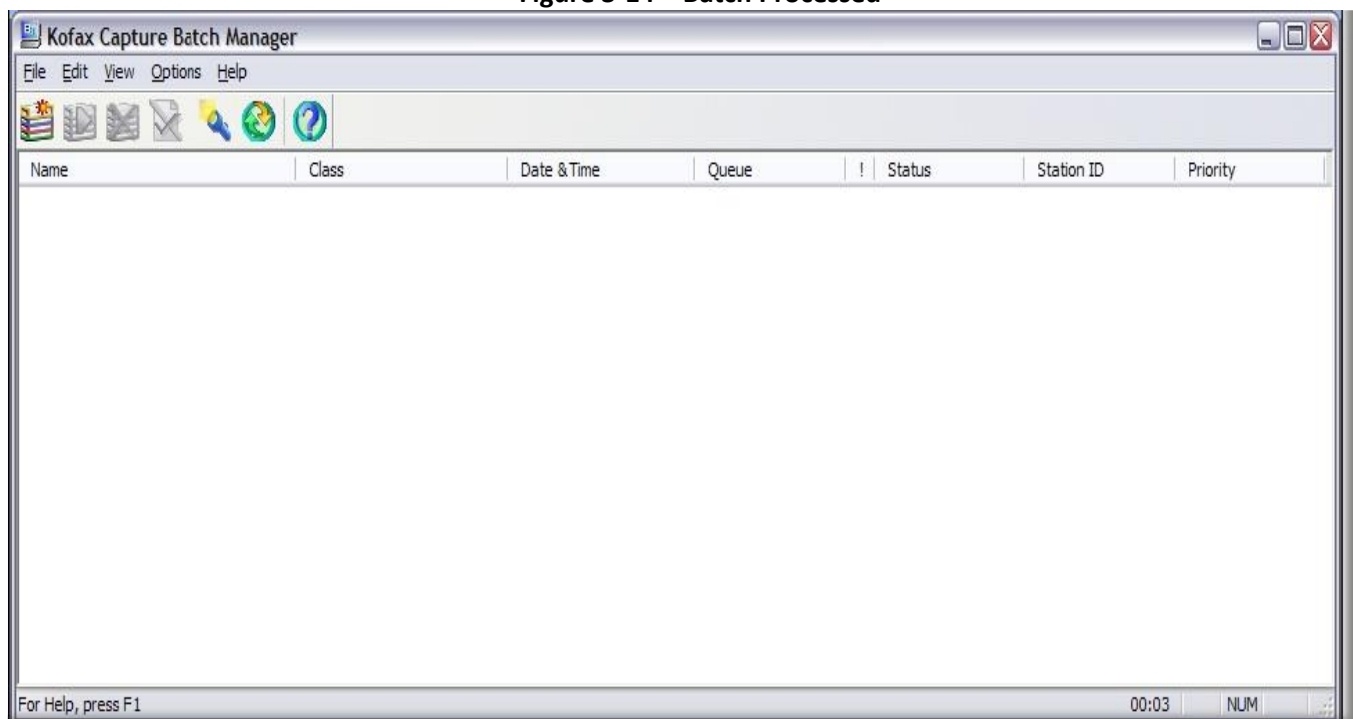
6   Close Kofax Capture Batch Manager and look for your PDF files. PDF files will be named with the case number
           and order form number that you entered for each document. See figure 3-15.

Figure 3-15 – PDF Files
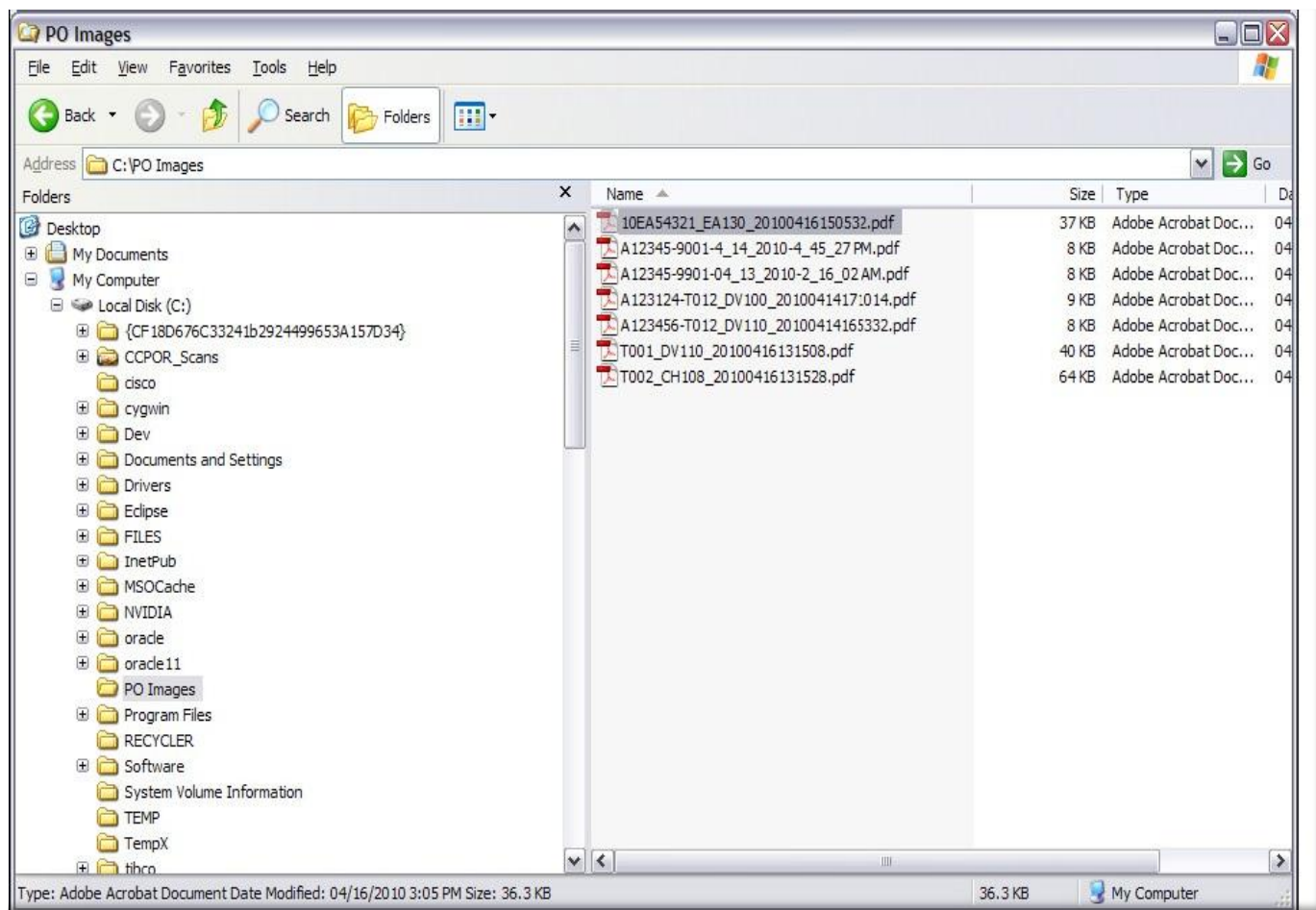
Module 3 – Add/Change/Cancel

Entry Field Rules

All yellow tab fields are mandatory to submit an order and require a user to enter information. The application will validate minimum data entry for all mandatory fields on the order form and indicate which fields require data entry. The user will be prompted to complete missing fields before next action is taken.

Basic order information fields entered in the core information tab are automatically populated in the remaining tabs as the user navigates to the next tab.
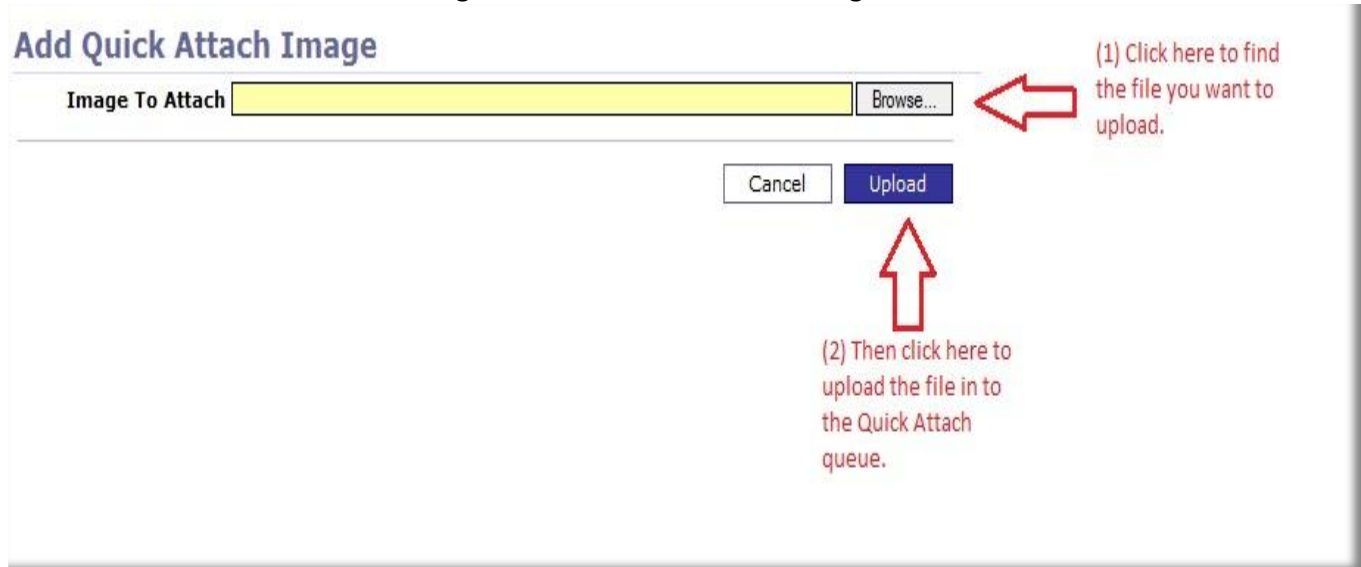
1. Click **Add Attachment** button to locate an order image. The CCPOR **Add Attachment** pop-up window will display (see figure 4-1).

2. Click the **Brows**e button and select from the drive and folder where the order is located.

3. Click the down-arrow next to **Type** field and select the order type.

4. Click the **Add Attachment** button from the CCPOR Add Attachment pop-up window. The system will return back to the Add New Protective Order screen. The order details will display in the **Image Attachments**.

5. Enter order information on the tabs.

6. Click the **Submit Order** button to add order information with the image in the CCPOR database. Before the CCPOR system saves the order information in the database, it performs validation to search the CCPOR database for duplication using the following parameters:

    a. Order Form
    b. Case Number
    c. Restrained Person First, Last Name and Middle Name Initial, DOB
    d. Protected Person First, Last Name and Middle Name Initial
    e. Issue Date

7. If the order is not a duplicate in CCPOR, then database saves order as "**ACTIVE**" status.

8. If the order is sent to DOJ/CARPOS (optional) then the order is "Locked" until an acknowledgement message is received from DOJ. A user authorized to see CLETS acknowledgment messages, reviews the CLETS message to validate the order information. See the section on <u>View CARPOS Messages</u> for details.

Add Quick Attach

The **Add Quick Attach** allows a user to upload an image of an order into CCPOR database for converting later into a restraining and protective order.   To quick attach an order:

1.   From the CCPOR main screen, click **Add Quick Attach** from the **CCPOR Actions** bar. The Add Quick Attach Image screen will display as shown in figure 4-1.

Figure 4-1 – Add Quick Attach Image Screen

2.   Click **Browse** button to locate the order image. Select from the drive and folder where the scanned image is
        located.

Figure 4-2 – File Browser Popup
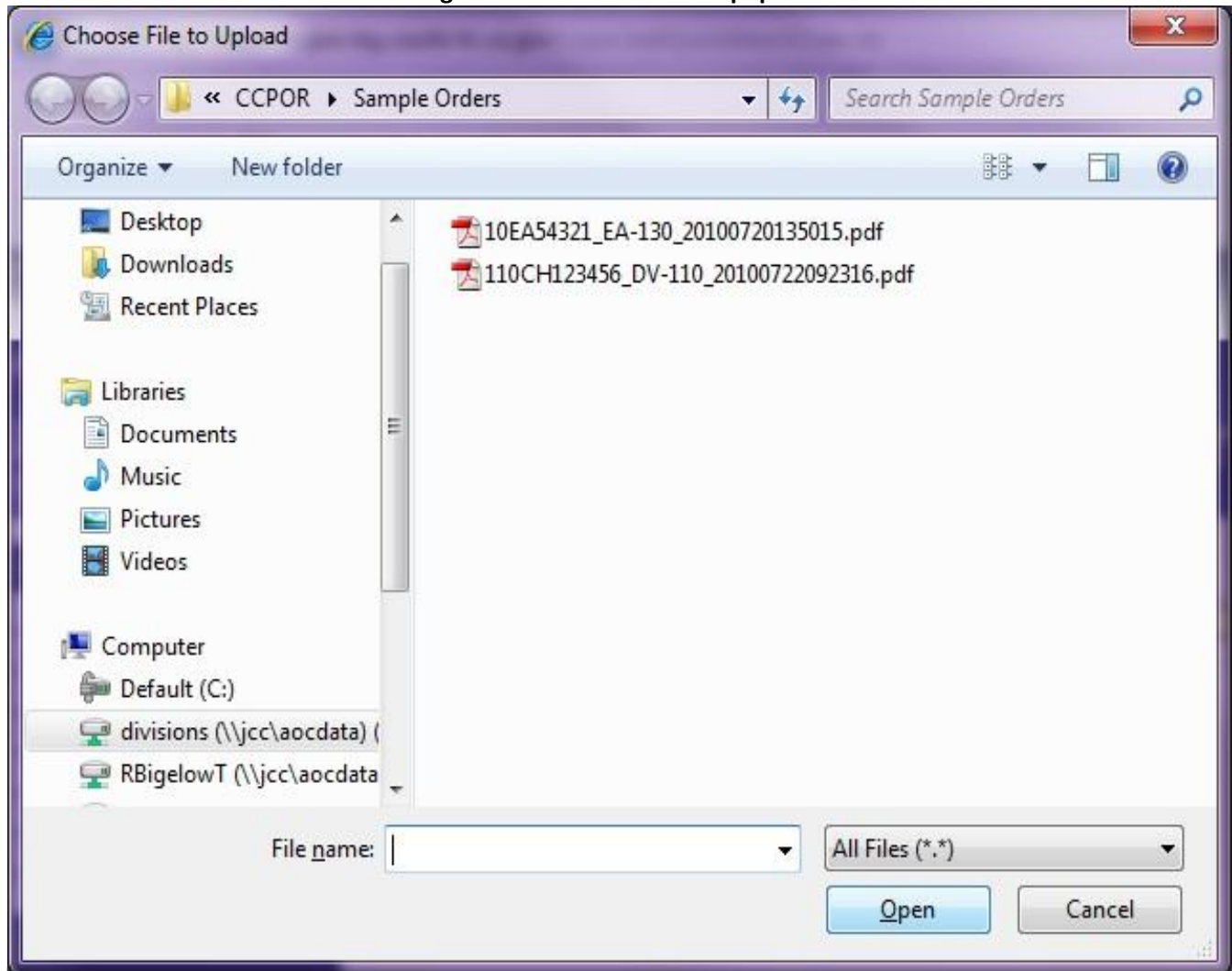
3.   Click **Open** button. The Confirm Quick Attach Image screen will display as shown in figure 4-3.

Figure 4-3 – Confirm Quick Attach Image Screen

1. If the filename conforms to the standard (Case Number, Form Number, Date/Time), they will be preselected/prefilled. If not, Select/Enter the appropriate information.

2. Enter a Description (optional field) if desired. If left blank, it will default to "FROM QUICK ATTACH" in the Quick Attach queue.

3. Click **Submit** button. This will save the scanned image in the CCPOR database.

Search Quick Attach

The **Search Quick Attach** allows users to search for image within CCPOR that has been entered using the Add Quick Attach function. The user can convert the image into an order. To search quick attach:

   1.   From the CCPOR main screen, click **Search Quick Attach** from the **CCPOR Actions** bar. The Search Quick Attach Images screen will display as shown in figure 4-4 below.

Figure 4-4 – Search Quick Attach Images

   2.   Click **Search Orders** in "Actions" column to search CCPOR database for existing orders as shown in figure 4-5.

Figure 4-5 – Search Results

3.   If no results found, click the order link **Convert to Order** in "Actions" column to convert image into an order. The Add New Protective Order screen (figure 4-6) will display with Order Form preselected, Case Number entered, and the Image attached.

4.   Enter order information on the tabs. See information on Screen Tabs in Add Order section.

5.   Click the **Submit Order** button to add order information in the CCPOR database.

6.   If the order information is sent to CARPOS (optional), then a user, who is authorized to see CLETS acknowledgment messages, reviews the CLETS message to validate the order information. See the section on View CARPOS Messages for details.

Add Order

The **Add Order** allows a user to add a new R&PO order into CCPOR database. In an add order, data entry is restricted to authorized user roles for their jurisdiction. To add a new order click **Add Order** from the **CCPOR Actions** bar. The order screen will display as shown in figure 4-6.

Figure 4-6 – Add New Protective Order Screen

Screen Tabs

The CCPOR main screen contains an order entry screen with five tabs, four of which are related to the add/draft use case. Tabs include:

Core Information	Basic information regarding a protective order, including attachments associated with the protective order. This screen contains all basic fields required to successfully create a draft order.
Order Details	Detailed information regarding conditions of the protective order, such as stay away mandates, custody rulings, and additional required details.
Restrained Person Information	Detailed information about the individual being restrained.
Protected Person Information	Contains detailed information about the individual(s) who are being protected.
Proof of Service (POS)	Information about the proof of service on an order.

Tab 1 – Core Information

The *Core Information* are data fields that appear on all of the Protective Order types. The required fields are shown in yellow and you cannot move on or save the order without the required fields being filled in with valid values.

Figure 4-7 – Core Information

Table 4-7 – Core Information – Field Definitions

Field	Type	Description
Order Form	Required	This is the court form number and will already be filled in if you came into this from Quick Attach or are modifying an existing form.
Court ID	Required	This is the ID number of the court issuing the order.
Order Status	Generated	New orders start as Draft and may become Active if you press **Submit Order** or go away if you press **Cancel**. You can stop and continue later by pressing **Save as Draft**. A – ACTIVE: The order is in CCPOR database and submitted to DOJ CARPOS if submit flag set to "yes" C – CANCELLED: The orders that have been cancelled for various reasons e.g. terminated by the court, entered by error or the restrained person is deceased. D – DRAFT: A partially entered order only in CCPOR database.

		E – EXPIRED: An order that has been expired
		J – JUST EXPIRED: Orders expired less than 30 days ago. Just Expired orders can still be edited. Expired orders cannot.
Case Number	Required	This is the case number assigned by the court and will already be filled in if you came into this from Quick Attach or are modifying an existing form.
Issue Date	Required	This is the date the order was issued. *This date cannot be in the future.*
Expire Date	Required	This is the date when the order expires. *This date needs to be after the Issue date and not the same date.*
Agency	Required	Court or law enforcement agency issuing the order.
Restrained Person		
Last Name	Required	Surname of the person being restrained by the order.
First Name	Required	Given name of the person being restrained
Middle Name	Optional	Middle name(s) of the person being restrained.
Sex	Required	Valid values are: M – Male F – Female X – Unknown
Suffix	Optional	Titles or designations following the surname such as "Sr., Jr., III etc."
Date of Birth	Required	This field is required if the **Year of Birth** is blank.
Year of Birth	Required	This field is required if the Date of Birth is blank.
Protected Person		
Last Name	Required	Surname of the person being restrained by the order.
First Name	Required	Given name of the person being restrained
Middle Name	Optional	Middle name(s) of the person being restrained.
Sex	Required	Valid values are: M – Male F – Female X – Unknown
Suffix	Optional	Titles or designations following the surname such as "Sr., Jr., III etc."
Date of Birth	Required	This field is required if the **Year of Birth** is blank.
Year of Birth	Required	This field is required if the Date of Birth is blank.
Image Attachments		List of attached images
Add Attachment		Used to add attachment(s) to the order. Any number of attachments can be added.

Figure 4-8 – Add Attachment Pop-up Window

Save as Draft	This allows you to save the order and come back later to finish it. You will have to enter valid data in all of the yellow fields in order to save. If the missing data happens to be a required (yellow) field, put something in the field you will remember to change so it will pass the edit and be saved for later.
Cancel	Does not save anything and exits the screen.

Submit Order	Click the **Submit Order** button to add order information with the image in the CCPOR database. Before the CCPOR system saves the order information in the database, it performs validation to search the CCPOR database for duplication using the following parameters:
	
	  o Order Form
	  o Case Number
	  o Restrained Person First, Last Name and Middle Name Initial, DOB
	  o Protected Person First, Last Name and Middle Name Initial
	  o Issue Date

Order Details

The next tab, Order Details, allows you to fill in some of the details about the order such as terms and conditions. This is mostly about what the Restricted Person is and is not allowed to **do** rather than about identifying the Restricted Person, which is completed on a different tab.

Figure 4-9 – Order Details

Figure 4-9 – Order Details – Field Meanings

Field	Type	Description
Order Form	Required	This is the court form number and will already be filled in if you came into this from Quick Attach or are modifying an existing form.
Court ID	Required	This is the ID number of the court issuing the order.
Order Status	Generated	This will be **Draft** until the order is submitted.
Case Number	Required	This is the case number assigned by the court and will already be filled in if you came into this from Quick Attach or are modifying an existing form.
Issue Date	Required	This is the date the order was issued. *This date cannot be past today.*

Expire Date	Required	This is the date when the order expires. *This date needs to be after the Issue date.*
Present in Court	Required	Either they were or they weren't. Valid answers are "Yes" or "No"
Originating Agency Case Number	Required	This is the case number of the agency that originated the order.
Issuing State	Required	This is the state that issued the order.
Issuing Tribe	Optional	This is the tribe that issued the order.
Issuing Territory	Optional	This is the territory that issued the order.
Sealed	Required	This defaults to **NO** and may either be "Yes" or "No"
Confidential	Optional	Is this order treated as confidential
Order Conditions		
Firearms Provisions	Required	What are the provisions regarding firearms? N – no firearm restriction P – cannot purchase or receive S – must surrender all B – both P and S
Contact Allowed	Required	Can the Restrained Party contact the Protected Party.
Custody	Optional	What kind of custody arrangements are in the order: JT – Joint OP – Other party PP – protected person RP – restrained person
Stay Away Codes	Optional	Where must the restrained party stay away from (check any and all that apply) C – Child's school/day care P – Protected person R – Residence V – Protected person's vehicle W – Workplace
Yards to stay away	Optional	Number of yards
Visitation Rights	Optional	N – No S – Supervised Y – Yes
Vacate Address	Optional	Enter the address that must be vacated by the Restrained Party
Other Orders	Optional	Any other notes or conditions not covered by the standard selections
Miscellaneous Orders	Optional	

Restrained Person Information

This section collects additional information about how to identify the Restrained Person, including other names they may be known by, their physical appearance, and identifying documents. This screen is fairly long and is shown in two parts to make sure the screen prints are legible.

Figure 4-10 – Restrained Person Information

Table 4-10 – Restrained Person Information – Field Meanings

Field	Type	Description
Last Name	Required	Surname of the person being restrained by the order.
First Name	Required	Given name of the person being restrained
Middle Name	Optional	Middle name(s) of the person being restrained.

Sex	Required	Valid values are: M – Male F – Female X – Unknown
Suffix	Optional	Titles or designations following the surname such as "Sr., Jr., III etc."
Date of Birth	Required	This field is required if the **Year of Birth** is blank.
Year of Birth	Required	This field is required if the Date of Birth is blank.
State of Birth	Optional	This only includes the 50 states but not the territories
Known Aliases		List of names the Restrained Party has been known as
Last Name	Optional	Surname
First Name	Optional	Given name
Middle Name	Optional	Middle name(s)
Suffix	Optional	Suffix
Add Alias	Triggers a pop up window to collect additional aliases.	
Address		There is only one space for an address.
Street	Optional	
City	Optional	
State	Optional	
Zip	Optional	
Physical Features		
Race	Required	There is a long list of possible races. If you are entering a person of indeterminate race or an animal, use "x – unknown"
Hair Color	Optional	
Eye Color	Optional	
Height	Optional	In inches
Weight	Optional	In pounds
Skin Color	Optional	Based on skin pigment rather than race
Add Feature	Triggers a pop up window to collect details about features not already covered. **Figure 4-11 – Add Feature Pop-up Window** 	

Lower part of the screen

Figure 4-13 – Restrained Person Information – Part 2

Table 4-13 – Restrained Person Information – Part 2

Field	Type	Description
Basic Identification		
SSN	Optional	Social Security Number
Fingerprint	Optional	The fingerprint classification of the restrained person.
FBI ID	Optional	1 to 9 alphabetic and/or numeric characters The FBI number of the restrained person.
Driver's License	Optional	
DL State	Optional	

DL Expires	Optional	
Other Identification	Figure 4-12	

Figure 4-12 – Add Identification Pop-up Window

Type	Required	Type of ID selected from the drop down box.
Number	Required	ID number (may include letters)
Description	Optional	
Issue Date	Required	Date the ID was issued or effective.
Expiration Date	Required	Date the ID is no longer valid.
Expiration Year	Required	Year the ID expires.
Caution and Medical Conditions		Check those that apply
Vehicle Information		Note there is only space for one vehicle
Make	Optional	
Model	Optional	
Year	Optional	
Color	Optional	
Style	Optional	
VIN	Optional	
State of Issue	Optional	Selected from a drop down list. Does not include territories
License Plate	Optional	
Plate Type	Optional	
Plate Year	Optional	
Actions for page		
Save as Draft		
Cancel		
Submit Order		

Protected Person Information

This next section describes the Protected Person and provides for additional persons and animals that may be protected under this Order.

Figure 4-14 – Protected Person Information

Table 4-14 – Protected Person Information – Field Meanings

Field	Type	Description
Last Name	Required	Family or surname
First Name	Required	Given name
Middle Name	Optional	Middle name or names if more than one
Sex	Required	Select from drop down box.
Suffix	Optional	Suffix at the end of the name including but not limited to: Jr., III, Sr., MD, and so on.
Date of Birth	Optional	
Race	Optional	Drop down box of races

Action	Description
Add Person	Opens a pop up window to allow another protected person to be added to the list.

Figure 4-15 – Additional Protected Person Pop-up Window

Table 4-15 – Additional Protected Person – Field Meanings

Field	Type	Description
Last Name	Required	Family or surname
First Name	Required	Given name
Middle Name	Optional	Middle name or names if more than one
Sex	Required	Select from drop down box.
Race	Optional	Select from drop down box.
Suffix	Optional	Suffix at the end of the name including but not limited to: Jr., III, Sr.,
Date of Birth	Optional	
Relationship	Optional	Drop down box of possible relationships.
Household member	Optional	Yes or No if selected
Action		**Description**
Save Protected Person		
Cancel		

Save As Draft	
Cancel	
Submit Order	
Style	

Protected Person Information – Completed

This shows what the Protected Person screen looks like with data filled in and some of the information gathered by pop-up windows added.

Figure 4-16 – Protected Person Information - Completed

Proof of Service

When the process server finishes with delivering the Order to the Restrained Party, proof of that service is entered here.

Figure 4-17 – Proof of Service

Table 4-17 – Proof of Service – Field Meanings

Field	Type	Description
Last Name	Required	Family or surname
First Name	Required	Given name
Agent ID	Optional	
Private Person	Optional	Yes or No
Agency Name	Optional	
Serve Date	Required	Date the service took place
Serve Time	Optional	
Agency Case Number	Optional	
Notes	Optional	
Action	**Description**	
Save As Draft	Save the order as a draft – can have incomplete information – does not flow through to CARPOS.	
Cancel	Exit the screen without saving the input.	
Submit Order	Save the order and send it through to CARPOS (submitting counties only)	

Error Screen

In the event you neglect to complete a yellow colored field or fill in data that is outside the allowed set of values, a message will display at the top of the screen in pink, as shown in Figure 4-18, describing what went wrong. To fix the error simply move your mouse pointer to the field, click, delete the data causing the error and replace it with the correct data.

Figure 4-18 – Error Messages
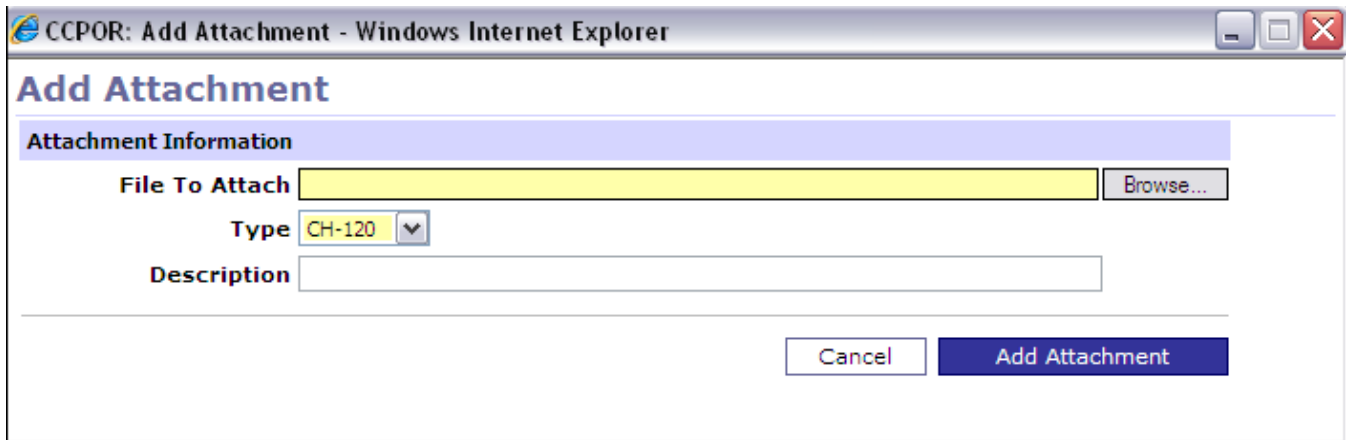
Draft Order

The **Draft Order** allows users to save a partially entered R&PO in CCPOR database in **DRAFT** status. CCPOR users may retrieve the orders in **DRAFT** status, enter the rest of the order information, and submit to CCPOR to add the order in **ACTIVE** status. Optionally, the order information is sent to CARPOS. A draft order in CCPOR database can only be saved, retrieved for completion, and submitted by authorized users for their jurisdiction. To draft an order:

1. From the CCPOR main screen, click **Add Order** from the **CCPOR Actions** bar. The order screen will display (see figure 4-20).

2. Click the **Add Attachment** button to locate the order image. The CCPOR **Add Attachment** pop-up window will display as shown in figure 4-19.

Figure 4-19 – Add Attachment Pop-up Window

3. Click the **Browse** button and select from the drive and folder where the order is located.

4. Click the down-arrow next to **Type** field and select the order type.

5. Click the **Add Attachment** button from the CCPOR Add Attachment pop-up window. The system will return back to the Add New Protective Order screen. The order details will display in the **Image Attachments.**

6. Enter order information on the tabs.

7. To save order as DRAFT, click **Save as Draft** button. This will change the Order Status to **DRAFT** and only saves the order information in the CCPOR database.

Complete Draft Order

The **Complete Order** allows the user to complete and submit the order at a later time. Upon completing and submitting the order, the order information is saved in CCPOR database in ACTIVE status and the order will be sent to CARPOS (optional). To complete draft order:

1. From the CCPOR main screen, click **Search Orders** from the **CCPOR Actions** bar. The **Search Orders** screen will display as shown in figure 28.

Figure 4-20 – Search Orders Screen with CARPOS Access
(same screen as without CARPOS access the difference being "CARPOS Messages" in the Action list)

2. Select a form type from the **Order Form** drop-down menu.

3. Select **DRAFT** from the **Order Status** drop-down menu.

4. Click the **Search CCPOR** button. The system displays the **Search Results** for all **DRAFT** orders of the selected form type for that jurisdiction (see figure 4-21).

Figure 4-21 – Search Orders Results Screen *(with CARPOS Access)*

5. To view details of an order, click on the link in the **Case Number** column. The order details will display.

6. From the search results window, the user can take various actions on the order, including:

    a. View details of an order;

    b. Modify an order;

    c. Cancel an order;

    d. Service; and

    e. Attach the document image to an order.

    Note: Data entry is restricted to the user's respective jurisdiction for all actions except viewing details of an order.

7. For easy CCPOR data entry, it is recommended that the order image and entry screen be displayed side-by-side. To display side-by-side, rearrange the order image window and CCPOR main screen vertical to each other (see figure 4-22).

Figure 4-22 – Search Results Screen

8. View the data information from the order image to enter the values in the CCPOR main entry screen.

9. Select the order for modification by clicking **Modify** from the **Actions** column. The Modify Protective Order screen will display (see figure 4-23).

Figure 4-23 – Modify Order Screen (with CARPOS access)

10. Modify the data fields.

11. Click the **Submit Order** button to add the order information with the image in the CCPOR database.

12. If the order information is sent to CARPOS (optional), then a user authorized to see CLETS acknowledgment messages, reviews the CLETS me**s**sage to validate the order information. See the section on <u>View CARPOS Messages</u> for details.

Modify Order

The **Modify Order** allows a user to modify an existing R&PO order into the CCPOR database and send modification information to CARPOS (optional).

- Data entry is restricted to users with a valid authorization role to modify order for their jurisdiction.

- Only a user with a "full functionality with sealed" role can modify sealed orders.

- If the order information is sent to CARPOS (optional), the order can only be modified if it is not locked for **Edit**.

To modify an order:

1. From the CCPOR main screen, click **Search Orders** from the **CCPOR Actions** bar.
2. Enter the search parameters and click the **Search CCPOR** button.
3. From the **Search Results** window, select the order for modification by clicking **Modify** from the **Actions** column. The Modify Protective Order screen will display (see figure 4-24).

Figure 4-24 – Modify Order Screen (with CARPOS access)

4. Modify the data fields.
5. Click the **Submit Order** button. The modifications are saved in the CCPOR database.

6.   If the order information is sent to CARPOS (optional), then a user authorized to see CLETS acknowledgment messages, reviews the CLETS me**s**sage to validate the order information. See the section on <u>View CARPOS Messages</u> for details.

⚠   On an "ACTIVE" order up to nine fields can be modified each time.

Clone Order

The **Clone Order** allows a user to make a copy of an existing R&PO order in the CCPOR database and send the information to CARPOS (optional).

-        Order to be cloned must be Expired or Cancelled in order to prevent a duplicate error from CARPOS.

-        The Modify Order restrictions described above apply to Clone Order also.

-        All fields except for Issue Date, Expire Date, and Present in Court will be preset with the values from the order being cloned. Preset fields may also be edited.

To clone an order:

1.   From the CCPOR main screen, click **Search Orders** from the **CCPOR Actions** bar.

2.   Enter the search parameters and click the **Search CCPOR** button.

3.   From the **Search Results** window, select the order for modification by clicking **Clone** from the **Actions** column. The Add New Protective Order screen will display with fields preset from the original order.

4.   Enter dates, select Present in Court value, and modify any other data fields as necessary based on the order.

5.   Click the **Submit Order** button. The order is saved in the CCPOR database.

6.   If the order information is sent to CARPOS (optional), then a user authorized to see CLETS acknowledgment messages, reviews the CLETS me**s**sage to validate the order information. See the section on <u>View CARPOS Messages</u> for details.

Service Order

The **Service Order** allows a user to add a **Proof of Service (POS)** for an existing R&PO order into the CCPOR database. In a service order, the data entry is restricted to users with a valid authorization role to service an order for their jurisdiction.

To service an order:

1. From the CCPOR main screen, click **Search Orders** from the **CCPOR Actions** bar.

2. Enter the search parameters and click the **Search CCPOR** button.

3. From the **Search Results** window select the order to modify.

4. From the **Search Results** window, select the order for modification by clicking **Modify** from the **Actions** column. The Modify Protective Order screen will display (see figure 4-25).

Figure 4-25 – Modify Order Screen (with CARPOS access)

5. Click the Proof of Service tab and enter the service order information (see figure 4-26).

6. Click the **Submit Order** button. The service order information is added in the CCPOR database.

7. If the order information is sent to CARPOS (optional), then a user authorized to see CLETS acknowledgment messages, reviews the CLETS me**s**sage to validate the order information. See the section on View CARPOS Messages for details.

Figure 4-26 – Service An Order

The originating proof of service is to be used if entering details in CCPOR. The user cannot use POS from CLETS to enter information into CCPOR.

Cancel Order

The **Cancel Order** allows a user to cancel R&PO order in CCPOR database. The orders can be cancelled for various reasons such as the order is terminated by the court, it was entered by error or the restrained person is deceased.

- The order can only be cancelled by a valid authorized user for their jurisdiction.
- Only a user with a "full functionality with sealed" role can cancel **Sealed** orders.

To cancel an order:

1. From the CCPOR main screen, click **Search Orders** from the **CCPOR Actions** bar.

2. Enter the search parameters and click the **Search CCPOR** button.

3. From the **Search Results** window select the order to cancel by clicking **Cancel** from the **Actions** column. The Cancel Order pop-up window will display (see figure 4-27)

Figure 4-27 – Cancel an order Pop-up Window

4. Select **Reason** for cancellation and cancellation **Date**.

5. Click the **Cancel Order** button.

6. If the order information is sent to CARPOS (optional), then a user authorized to see CLETS acknowledgment messages, reviews the CLETS message to validate the order information. See the section on View CARPOS Messages for details.

View CARPOS Messages

The view **CARPOS Messages** allows the user to see all the messages/responses received from DOJ system and take appropriate action based on the responses received from DOJ. The user must have a valid user role and CLETS certified users authorized to view CARPOS acknowledgment messages.

To view CARPOS messages:

1. From the CCPOR main screen, click **CARPOS Messages** from the **CCPOR Actions** bar. The CARPOS messages window will display (see figure 4-28).

Figure 4-28 – CARPOS Messages Screen

2. Enter the search parameters and click the **Search** button. The CCPOR system searches orders in CCPOR database, based on the search criteria (see figure 4-29). Note: To view messages that have been viewed previously, set Unread Only to No.

Figure 4-29 – CARPOS Messages Search Results Screen

3. To view the CARPOS message of the order, click on the link in the **Message** column.

DOJ Message Labels

- **DUPLICATE** – indicates that the DOJ found a duplicate order in the CARPOS system

- **RESPONSE RECEIVED** – indicates that the DOJ has responded to the order submission (it may have rejected the message, so the message needs to be read)

- **OFML ERROR** – indicates there was a problem with the format of the message so CCPOR unable to send it to the DOJ. This is a system error for AOC resolution.

- **Pending Confirmation** – indicates that the message has been sent to the DOJ and CCPOR is waiting for a response

- **Preparing to Send** – indicates that the user has submitted the order into CCPOR, and it's in the process of sending it to the DOJ

- **Error Sending to DOJ** – there was a problem sending the message to the DOJ. This is a system error for AOC resolution.

4. The system displays the **View Message** pop-up window with details of the message. The message is information only, and the user may close or print the message. See figure 4-30 and 4-31 of sample messages received from DOJ.

5. Click the **Print** button to print the CARPOS message. The user other than who entered the order details should validate the CARPOS acknowledgement message.

6. Click the **Done** button to close the **View Message** pop-up window.

⚠ The user is encouraged to save the scanned image outside of the CCPOR database in the event the CCPOR application is unavailable.

Figure 4-30 – View Message Pop-Up Window – Example 1

Figure 4-31 – View Message Pop-Up Window – Example 2

Handling Pre-existing CARPOS Orders in CCPOR

Orders that are already present in CARPOS may be associated with new orders added to CCPOR, but this process should be used only when the information entered into CCPOR matches exactly what is in the

CARPOS record.

To associate the FCN of an order in CARPOS with a new CCPOR record:

1. Enter the order into CCPOR as it currently exists in CARPOS. Submit to DOJ by clicking the **Submit Order** button. The DOJ sends back Duplicate acknowledgement message.

2. From the CARPOS messages window, click on the DUPLICATE link. Verify this is the record to be associated (see figure 4-32).

3. Click **Accept FCN** button. FCN is associated with this order.

4. To edit this order in CCPOR, click **Modify Order** button. After making modifications to order, submit modifications to DOJ by clicking the **Submit Order** button.

Figure 4-32 – View Message Pop-Up Window for Duplicate Order

As an alternative for modifications to existing orders, CLETS authorized users can cancel the existing order in CARPOS first, and then create a new order in CCPOR. A new order will then be created in CARPOS when the order is submitted.

Module 4 – Getting Assistance

The method used to obtain assistance with CCPOR is depends on the type of access provided. Court staff that will be involved in user profile setup, managing report requirements and are authorized to report CCPOR requests are trained in local help desk procedures.

Read only users, including Tribal Courts, State of California agencies and others authorized to access the CCPOR application are to contact the CCPOR application staff for assistance.

Self Help

The #1 problem experienced by a user that results in the most help desk calls is the **password reset** that is needed when a user forgets his or her password. Most of these can be addressed by a web application **PSynch** which allows users to reset their own password into something they can remember.
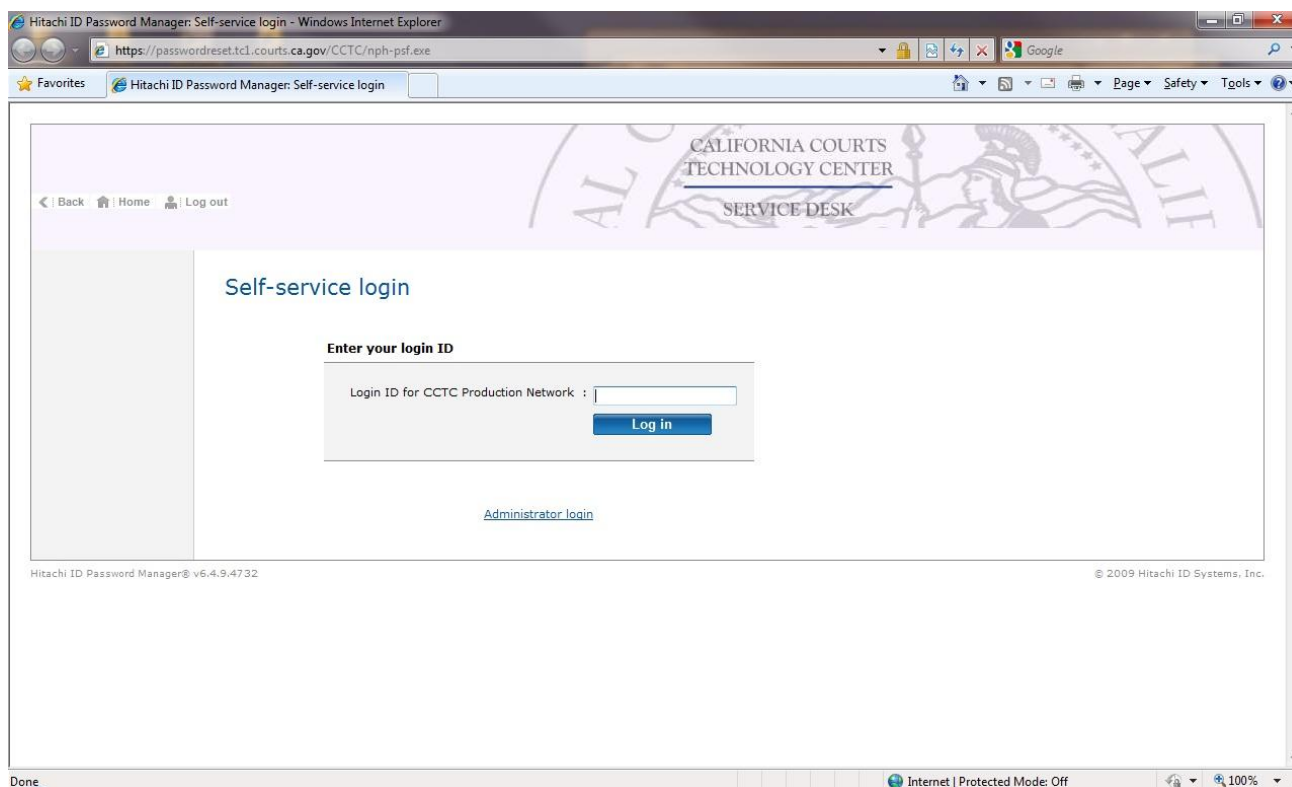
Local Helpdesk Training

The local helpdesk training is for court staff that will be involved in court and user profile setup, manage reporting requirements and are authorized to report CCPOR requests.

Court and User Profile Submission

The court and user profile submission includes the request for managing a user setup; add a new user, change or disable a user at the:

California Courts Technology Center (CCTC)/Shared Services – the AOC data center; CCPOR database for authentication and authorization.

To request to add, change, or disable a user:

1. Complete the AOC CCPOR User template
2. Contact CCTC Service Desk to submit the completed template. See AOC CCTC Service Desk section.
3. The AOC assigned contact will contact the court to close the request upon completion.

Basic Report Administration

Monthly R&PO basic reporting will be submitted to courts that are participating in the CCPOR system. The reporting will be distributed to designated court contact first week of each month. The reporting will include:

- Volume Summary by Court
- Orders by Type Summary
- Total Record Count
- Order Count by User
- Aging Report

AOC CCTC Service Desk

This section outlines process and procedures for court users authorized to report CCPOR requests, issues and errors handling to the AOC CCTC Service Desk after court go-live. An authorized user is an individual that has been set up at the CCTC with authority to log a CCPOR issue or request. An authorized user is also the main point of contact for other court staff that may have an issue or request related to CCPOR.

CCTC Service Desk
The CCTC Service Desk is based out of Oak Ridge, Tennessee and has six dedicated agents certified as service desk professionals, and who are trained and certified in the AOC environment.

Support hours
The CCTC Service Desk is available Monday through Friday, 7:00 a.m. to 7:00 p.m., (PST) excluding court holidays. After hours, a user can report an issue with CCTC Service Desk; low priority will be addressed the next business day and high priority will be dispatched to appropriate AOC technical group for resolution.

Contacting the CCTC Service Desk
There are three ways to submit a ticket to the CCTC Service Desk:

> **Phone:** Call 877-847-3042
> **Internet:** Submit your non-urgent request at https://aoc.naismc.com by using your CCTC Login ID
and username
> **E-mail**: Email your request to CCTCServiceDesk@naismc.saic.com

Priority System – Description
An issue logged with the CCTC Service Desk has to be prioritized in order for it to be resolved. Priority level is a measure of the business urgency and the impact of the issue logged.

Figure 39 – Priority System –Description

Priority	Level	Description
	Severity Level	
P1	Emergency / Urgent	Incident is generated if the system is down. -A critical component of an application or the entire application has stopped or is so severely impacted that the application or component cannot reasonably continue to operate and there is no workaround available; -A critical business process has stopped or is so severely impacted that the business process cannot reasonably continue to occur and there is no workaround; or -Data is corrupted or data integrity issues related to security/confidentiality pose a risk to the judicial branch.
P2	High	Incident is generated if a system component is down. -A critical component of the application is unavailable or will not work; or the entire application has stopped or is so severely impacted that the application or component cannot reasonably continue to operate, but a workaround is available; -A critical business process is unavailable or is so severely impacted that the business process cannot reasonably continue to occur, but a workaround is available; -A non-critical component of the application is unavailable, will not work or is not operating as expected and there is no workaround available; -A non-critical business process is unavailable or is not occurring as expected and there is no workaround available.
P3	Medium	Incident is generated if a non-critical component is down or if 1 person is affected. -A non-critical component of the application is unavailable, will not work or is not operating as expected and there is a Workaround available; or -A non-critical business process is unavailable or is not occurring as expected and a workaround is available.
P4	Low	Incident is generated if a problem other than Priority Level 1, 2, and 3 is encountered. Note: All tickets submitted via the Internet or email will be entered as P4 tickets.

Notification

For system wide issues, high priority issues (P1 and P2) users will be notified via email that there is an outage. Users will receive update pages until an issue is resolved.

To initiate request by phone:

1. The user calls the number 877-847-3042 which is routed to Service Desk agents.
2. The agent asks the caller's name, location and issue and opens a ticket.
3. Based on scripts that the agents use to troubleshoot issues, the agent determines who is best suited to address the issue. A ticket is dispatched to the appropriate queue.

To initiate request by Internet:

1. The user logs on to the Service Desk Web portal https://aoc.naismc.com/
2. The user logs in using an assigned CCTC Login ID and username as provided by a supervisor.

3.   The user selects one of three options: view a ticket, add to an existing ticket, or open a new ticket, and follows the system prompts to complete the request.

Figure 5-1 – CCTC Main Screen

To initiate request by email:

1.   The user sends an email using email address CCTCServiceDesk@naismc.saic.com The email exchange window will display.
2.   The user enters the appropriate information and submits the request.

Appendix A - Data Field Definitions

Proof of Service Data Definition and Validation Rules Search Order screen – Entry Fields

Data Field Name	Type/Definition	Required Optional	
Order Form	Order Form ID See appendix for a list of R&PO order forms within phase one of CCPOR project.	Required	All
Jurisdiction ID	Default to user's jurisdiction ID. This is the court that issued the restraining/protective order.	Required	Proof Of Service
Order Status	A – ACTIVE: The order is in CCPOR database and submitted to DOJ CARPOS if submit flag set to "yes" C – CANCELLED: The orders that have been cancelled for various reasons e.g. terminated by the court, entered by error or the restrained person is deceased. D – DRAFT: A partially entered order only in CCPOR database. E – EXPIRED: An order that has been expired J – JUST EXPIRED: Orders expired less than 30 days ago. Just Expired orders can still be edited. Expired orders cannot.	Optional	All
Case Number	2 to 20 alphabetic, numeric and special character [only hyphen (-) allowed] This is the court case number. (This can be a court case number or an issuing agency case number. Example: for EPO, the case number is issued by the sheriff.	Optional	All
Issue Date	Date the order was issued -Search Issue Date From	Optional	All
Expire Date	Date the order expired -Search by Expire Date To	Optional	All
Restrained Person First Name	3 to 30 alphabetic person first name	Optional	Restrained Person
Restrained Person Last Name	3 to 30 alphabetic person last name	Optional	Restrained Person
Restrained Person DOB	Date of Birth (DOB) DOB must be between ages 9 and 99 years for the restrained person. MM/DD/YYYY (M=Month, D=Day, Y=Year) The date the restrained person was born.	Optional	Restrained Person

Protected Person First Name	3 to 30 alphabetic protected person first name	Optional	Protected Person
Protected Person Last Name	3 to 30 alphabetic protected person last name	Optional	Protected Person
Protected Person DOB	Date of Birth (DOB) DOB must be between ages 9 and 99 years for the protected person. MM/DD/YYYY (M=Month, D=Day, Y=Year) The birth date for the protected person.	Optional	Protected Person

R&PO Order Information – Entry Fields

Data Field Name	Type/Definition	Required/Optional
Order Form	Order Form ID	Required
Court ID	5 numeric characters This is defaulted to User's Court ID The court that issued the restraining/protective order.	Required for: ADD Order Non editable for all other use cases For Add Order/Draft Order through UI, this defaults to user's Court ID
Order Status	A – ACTIVE: The order is in CCPOR database and submitted to DOJ CARPOS if submit flag set to "yes" C – CANCELLED: The orders that have been cancelled for various reasons e.g. terminated by the court, entered by error or the restrained person is deceased. D – DRAFT: A partially entered order only in CCPOR database. E – EXPIRED: An order that has been expired J – JUST EXPIRED: Orders expired less than 30 days ago. Just Expired orders can still be edited. Expired orders cannot.	Required
Court Case Number	2 to 20 alphabetic, numeric and special character [only hyphen (-) allowed] The court's case number. *Must not contain a run of zeros. "None", "unknown," "unknwn," or "unk" are not permitted.	Required for: Add Order Non Editable for all other use cases
Issue Date of Restraining/ Protective Order	8 numeric characters The date the restraining/protective order was issued by the court. Code YYYYMMDD = (Y=Year, M=Month, D=Day).	Required
Expiration Date of Restraining/Protective Order	8 numeric characters or 6 alphabetic characters Only NONEXP value accepted The date the restraining/protective order expires. Code EXP = YYYYMMDD (Y=Year, M=Month, D=Day).	Required

Miscellaneous Information	1 to 500 alphabetic, numeric and special characters [only spaces, hyphen (-), comma (,), dollar sign ($), asterisk (*), ampersand sign (&), and pound sign (#) allowed] A free text field used to further describe the subject of order or other relevant information.	Optional
State of Issuance (USA State Code)	2 alphabetic characters The default is to CA	Optional
Restraining/Protective Order Type	3 alphabetic characters The type of order issued by the Court.	Required
Order Conditions: Stay Away (Code)	1 to 4 alphabetic characters One to four codes can be entered. The location(s) that the restrained person is ordered to stay away from. Valid codes are: C = Child's school/day care P = Protected Person R = Residence V = Protected Persons Vehicle W = Work Place A = All of the above.	Optional
Order Conditions: Yards to Stay Away	1 to 4 numeric characters The number of yards specified by the court orders that the restrained person is ordered to stay away from the protected person and/or property.	Optional
Order Conditions: Custody (Code)	2 alphabetic characters This field indicates who has custody of the child(ren). Optional for ERO. Valid codes are: PP = Protected Person RP = Restrained Person JT = Joint Custody OP = Other Party	Optional
Order Conditions: Visitation	1 alphabetic character This field indicates whether the restrained person has visitation rights. Valid codes are: Y = Yes N = No S = Supervised.	Optional
Order Conditions: Firearms Provision (Code)	1 alphabetic character This field indicates whether or not the restrained person has any type of firearm restriction. Mandatory for ERO. Valid codes are: N = No firearm restriction P = Cannot purchase or receive a firearm S = Must surrender all firearms B = Cannot purchase or receive and must surrender all firearms.	Required
Order Conditions: Contact Protected Person	1 alphabetic character This field indicates whether or not the restrained person may contact the protected person. Valid codes Y=Yes, the restrained person may contact the protected person N= No, the restrained person may not contact the protected person.	Required for: Add Order Optional for Other Use Cases
Order Conditions: Other Orders	1 to 500 alphabetic, numeric and special characters [only spaces, hyphen (-), comma (,), dollar sign ($), asterisk (*), ampersand sign (&), and pound sign (#) allowed] This is a free text field for additional terms/conditions and custody/visitation provisions that do not have DFC's.	Optional

Restrained Person Information – Entry Fields

Data Field Name	Type/Definition	Required/Optional
First Name	3 to 30 alphabetic	Required
Last Name	3 to 30 alphabetic	Required
Middle Name	3 to 30 alphabetic	Optional
Alias/Also Known As	3 to 30 alphabetic and special characters -only hyphen (-), one comma (,) between first and last name, asterisk (*) and space are allowed. A restrained person may have more than one alias. Additional/alias names of the restrained person. Can occur up to nine times in one record.	Optional
Date of Birth	8 numeric characters The date the restrained person was born. DOB must be between ages 9 and 99 years for the restrained person. DOB is mandatory for ERO. Code DOB = YYYYMMDD (Y=Year, M=Month, D=Day).	Required
Eye Color (Code)	3 alphabetic characters *Refer to CCPOR Master Data section in CCPOR Data Model Specification (DMS) document for a list of values. The eye color of the restrained person.	Optional
Hair Color (Code)	3 alphabetic characters Refer to CCPOR Master Data section in CCPOR Data Model Specification (DMS) document for a list of values. The hair color of the restrained person.	Optional
Height	3 numeric characters The height of the restrained person, expressed in feet and inches.	Optional
Place of Birth (US State Code)	2 alphabetic characters The restrained person's place of birth.	Optional
Weight	3 numeric characters The weight of the restrained person, expressed in pounds.	Optional
Race	1 alphabetic characters The race or ethnicity that most closely describes the restrained person.	Required
Sex (Code)	1 alphabetic character The gender of the restrained person.	Required
Skin Tone (Code)	3 alphabetic characters The skin tones of the restrained person. Optional for ERO. See Section 6.16.21 for acceptable codes.	Optional
Scars, Marks, and Tattoos	3 to 10 alphabetic characters Refer to CCPOR Master Data section in CCPOR Data Model Specification (DMS) document for a list of values. Unusual physical characteristics of the restrained person. Can occur up to 9 times in one order	Optional
Social Security Number	9 numeric characters The restrained person's Social Security number	Optional

Present in Court (Code)	1 alphabetic character This field indicates whether the restrained person was present in court. Valid codes are: Y = Yes, restrained person was present in court. N = No, restrained person was not present in court. If Y is entered, no other proof of service is necessary. It is not necessary to enter any additional service information on the record. Refer to CCPOR Master Data section in CCPOR Data Model Specification (DMS) document for a list of values.	Required
Finger Print Classification	The fingerprint classification of the restrained person.	Optional
FBI Number	1 to 9 alphabetic and/or numeric characters The FBI number of the restrained person.	Optional
Miscellaneous Number	4 to 15 alphabetic, numeric and special characters Can occur up to 8 times in one record. The type of miscellaneous number will be provided in a drop down list with a free text field to enter the number. Please refer the Master Data Section in the CCPOR Data Model Specification (DMS) document. Supplemental identification number(s) issued to the restrained person by a governmental entity.	Optional
Caution and Medical Conditions Code	2 numeric characters Code(s) to alert the user of potential dangers associated with a restrained person. CMC's are optional for ERO. Can occur up to 9 times in one Order Refer to the CCPOR Master Data section in CCPOR Data Model Specification (DMS) document for a list of values.	Always Optional
Vacate Address	2 to 60 alphabetic, numeric and special characters [only space, comma (,), pound sign (#), and hyphen (-) allowed] The street address and the city that the restrained person must move from. This is a free form field.	Optional
Restrained Person Address		
Street Address	2 to 30 Alphanumeric (alphabet, number and special characters) [only hyphen (-), comma (,), ampersand sign (& are allowed] The street address where the restrained person currently lives.	Optional
City	1 to 30 alphabetic and special characters [only a space and hyphen (-) allowed] The city where the restrained person currently resides. Do not abbreviate city names. Optional for ERO.	Optional
State (Code)	2 alphabetic characters List of values The state where the restrained person currently lives.	Optional
Zip Code	5 or 9 numeric characters The zip code where the restrained person lives. Optional for ERO.	Optional
Restrained Person Vehicle		

Vehicle Identification Number	1 to 20 alphabetic and/or numeric characters, no spaces or special characters, cannot be a string of single characters, cannot be words "NONE" or "UNKNOWN" The manufacturer's assigned identification number which conforms to published criteria.	Optional
Vehicle Color	3 alphabetic characters or 7 alphabetic and special character [only a slash (/) allowed] Conditional. The color(s) of the restrained person's vehicle.	Conditional. If VIN is entered then required else optional
Vehicle Make	2 to 24 alphabetic, numeric and special characters (only spaces allowed) The brand or manufacturer's name of the restrained person's vehicle.	Conditional. If VIN is entered then required else optional
Vehicle Model	2 to 3 alphabetic and/or numeric characters The specific model of a restrained person's make of vehicle.	Conditional. If VIN is entered then required else optional
Vehicle Style	2 alphabetic and/or numeric characters The body style of the restrained person's vehicle.	Conditional. If VIN is entered then required else optional
Vehicle Year	4 numeric characters The model year of the restrained person's vehicle. YYYY (Y=Year).	Conditional. If VIN is entered then required else optional
Vehicle License Plate Number	1 to 10 alphabetic and numeric characters The license plate number of the restrained person's vehicle.	Optional
License Plate State(Code)	2 alphabetic characters Refer to CCPOR Master Data section in CCPOR Data Model Specification (DMS) document for a list of values. The license plate state of the restrained person's vehicle	Conditional. If License Plate Number is entered then this field is required
License Plate Type(Code)	2 alphabetic characters Refer to CCPOR Master Data section in CCPOR Data Model Specification (DMS) document for a list of values. The license plate type of the restrained person's vehicle.	Conditional. If License Plate Number is entered then this field is required
License Plate Year	4 numeric characters or 2 alphabetic characters NX for non-expiring plates The year the restrained person's vehicle registration will expire or did expire.	Conditional. If License Plate Number is entered then this field is required
Restrained Person Driver's License		

Operator's License Number	1 to 20 alphabetic and numeric characters The restrained person's driver license number.	Optional
Operator's License State (Code)	2 alphabetic character The state which issued the restrained person's driver license. OLS is entered potentially as a part of the OLG field. If OLS is entered, OLN must also be entered. See Section 6.16.14 for coding instructions.	Conditional. If Driver License Number is entered then this field is required
Operator's License Year of Expiration	2 alphabetic or 4 numeric characters The year the restrained person's driver license expires. Format is YYYY or NX (NX = Non-expiring).	Conditional. If Driver License Number is entered then this field is required

Protected Person Information – Entry Fields

Data Field Name	Type/Definition	Required/Optional
Protected Person		
Protected Person First Name	3 to 30 alphabetic	Required
Protected Person Last Name	3 to 30 alphabetic	Required
Protected Person Middle Name	3 to 30 alphabetic	Optional
Protected Person Sex Code	1 Character Sex Code -Please refer to CCPOR Master Data section in CCPOR Data Model Specification (DMS) document for list of values Provide List of Values In User Interface	Required
Protected Person Race Code	1 Character Race Code -Please refer to CCPOR Master Data section in CCPOR Data Model Specification (DMS) document for list of values Provide List of Values In User Interface	Optional
Protected Person DOB	9 Numeric Character DOB must be between ages 9 and 99 years for the protected person. YYYYMMDD (Y=Year, M=Month, D=Day) The date the protected person was born.	Optional
Additional Protected Person (APP)		
APP Person First Name	3 to 30 alphabetic	Required for: Add Order if Additional Protected person defined
APP Person Last Name	3 to 30 alphabetic	Required for: Add Order if Additional Protected person defined
APP Person Middle Name	3 to 30 alphabetic	Optional
APP Person Sex Code	1 Character Sex Code -Please refer to CCPOR Master Data section in CCPOR Data Model Specification (DMS) document for list of values Provide List of Values In User Interface	Required for: Add Order if Additional Protected person defined
APP Person Race Code	1 Character Race Code -Please refer to CCPOR Master Data section in CCPOR Data Model Specification (DMS) document for list of values Provide List of Values In User Interface	Optional

APP Person DOB	9 Numeric Character DOB must be between ages 9 and 99 years for the protected person. YYYYMMDD (Y=Year, M=Month, D=Day) The date the additional protected person was born.	Optional

Proof of Service – Entry Fields

Data Field Name	Type/Definition	Required/Optional
Proof of Service		
Agent ID/Number	1 to 5 alphabetic numeric and the only special character allowed is space Identification number or badge number of the agent who served the order.	Optional
Agency	4 to 30 alphabetic numeric and the only special character allowed is space The name of the agency that served the order. If a private person served the order, enter **private person**.	Required
Serving Agency Case Number	2 to 20 alphabetic, numeric and special character [only hyphen (-) allowed] The case number of the agency that served the restraining/protective order. SAC cannot be the same as the Originating Case Agency Number (OCA). If serving agency does not issue a case number, NONE can be entered in this field.	Required
Date Restraining/Protective Order Served	8 numeric characters The date the restraining/protective order was served. YYYYMMDD (Y=Year, M=Month, D=Day).	Required
Served By (First Name, Last Name, Middle Name)	3 to 30 alphabetic and special characters [only space, asterisk (*) hyphen (-), one comma (,) between first and last name allowed] -for the full name The name of the person who served the restraining/protective order (last name, first name middle name).	Required
Time Served	4 numeric characters The time the restrained person was served the restraining/protective order, entered in military time.	Required
Proof of Service Miscellaneous	1 to 500 alphabetic, numeric and special characters [only spaces, hyphen (-), comma (,), dollar sign ($), asterisk (*), ampersand sign (&), and pound sign (#) allowed] Free text, optional field, for additional comments and/or information regarding the proof service placed on a record.	Optional

CCPOR Basic Report Administration -Examples

Daily/ Weekly Report -Outstanding Orders Drafts per County

		09/23/2010

California County
Outstanding Order Drafts

	CASE#	FORM	ISSUE DATE	CREATION DATE	EXPIRATION DATE	RESTRAINED	PROTECTED
1	CRM11111	CR-161	08/26/2010	08/30/2010	08/26/2013	JONES, FRANK	ROBERTS, JANE
2	CRM22222	CR-160	09/15/2010	09/16/2010	09/15/2013	KURGAN, BOB	KURGAN, SUSAN
3	CRM33333	CR-161	08/25/2010	08/30/2010	08/25/2013	O CONNOR, MARY	FRANKLIN, JOSH
4	CRM44444	CR-160	08/25/2010	08/30/2010	08/25/2013	SMITH, BRIAN	SMITH, MONICA
5	CRM55555	CR-161	09/14/2010	09/16/2010	02/14/2011	FERNANDEZ, MARIA	HEDGE, ANNA
6	CV6666	CH-120	08/26/2010	08/26/2010	09/30/2010	SMOKEY, BEAR	WILDFIRE, FORREST
7	CV77777	CH-125	09/15/2010	09/16/2010	03/10/2011	BROWN, DANIEL K=	HANDROCK, JOHN
8	CV9999	CH-120	08/26/2010	08/26/2010	08/26/2015	MINT, LARRY	LUCKY, LORA
9	FL10100	DV-110	09/01/2010	09/01/2010	09/21/2010	CARR, MICHAEL	CLARK, PAUL
10	FL22222	DV-110	08/26/2010	08/26/2010	09/16/2010	SMITH, JIM	SMITH, ROSE
11	FL44445	DV-110	08/26/2010	08/26/2010		COURT, JESTER	HUMORLESS, HARRIET

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Monthly Statistical Report – Active, Cancelled and Expired Orders

10/1/2010

Fresno County Orders

	Total	Active	Cancelled	Just Expired
Count	815	671	9	135

CASE#	STATUS	FORM	ISSUE DATE	CREATION DATE	EXPIRATION DATE	RESTRAINED	PROTECTED
Active							
F11111111	Active	CR-160	9/15/2010	09/15/2010	09/15/2013	JAMES, JESSE	JAMES, ROSALIA
F10902222	Active	CR-160	9/15/2010	09/15/2010	09/15/2013	BLACK, DAVID	STHOL, LUIS
F10903333	Active	CR-160	9/15/2010	09/15/2010	09/15/2013	MCCOY, LANCE	HUDSON, NATASHA
F10904444	Active	CR-160	9/15/2010	09/15/2010	09/15/2013	ROSE, LATY	BIG, BONNIE
F10955555	Active	CR-160	9/15/2010	09/15/2010	09/15/2013	WALK, JAVIER	RAMIREZ, SAM
F10906666	Active	CR-160	9/20/2010	09/20/2010	09/20/2013	TRIMM, HECTOR	MILLAN, SUSAN
F09908888	Active	CR-160	12/21/2009	09/20/2010	12/21/2012	FORREST, ELEAZAR	HERNANDEZ, ANNA
F09607878	Active	CR-160	12/21/2009	09/20/2010	12/21/2012	JOHNSON, DEAN	WALKER, DONNA
F09900000	Active	CR-160	12/29/2009	09/20/2010	12/29/2012	CRUZ, JAMES	BAUTISTA, CAROL
F10901212	Active	CR-160	9/20/2010	09/20/2010	09/20/2013	GARCIA, JUAN	SALAS, MARIA
F10907777	Active	CH-102	9/20/2010	09/20/2010	09/20/2013	WONDER, ALEX	ROME, ANGELICA
F10905432	Active	CR-160	9/3/2010	09/03/2010	09/03/2013	BAKER, JESSIE	LONG, GINA
F10998765	Active	CR-160	9/3/2010	09/03/2010	09/03/2013	WEBB, TIFFANY	RILEY, CHARLES
F10900000	Active	CR-160	9/3/2010	09/03/2010	09/03/2013	SMITH, JOHN	WONG, JOHN

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